

**PARTNERSHIP POLICING BETWEEN THE SOUTH AFRICAN POLICE SERVICE  
AND THE PRIVATE SECURITY INDUSTRY IN REDUCING CRIME IN SOUTH  
AFRICA**

**by**

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### **STATEMENT**

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(O.J. Kole)

## **DEDICATED**

This thesis is dedicated to my parents: Thulusi Ratsio Moate and Baratang Sana Kole;

To my late grandmother, Babidinyane Rebecca Kole. my late grandfather Motswanageng Daniel Kole, and his two late brothers: Phothoma Cornelius 'Toro' Kole and Goboamang Kolobe Kole. Robalang ka kagiso Barolong ba ga Moshwette ko Khunwana!

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## **ABSTRACT**

In South Africa, there are high numbers of criminal incidents that are reported to the police every year. Crime prevention needs different stakeholders to work together in order to reduce crime. The South African Police Service (SAPS) looks after the interests of all citizens while the Private Security Industry (PSI) looks after the interests of their paying clients. Only people who can afford to pay extra ‘private’ protection services that are rendered by private security service providers use these services. In this manner, the PSI is a very important stakeholder in crime reduction. Of critical importance is the effective collaboration between the PSI and SAPS in combating crime.

The mixed methods approach was used in this study: qualitative (focus group discussions which were only used by the researcher to familiarise himself with the topic being studied and one-on-one interviews with the members of top management from both PSI and the SAPS) and quantitative (questionnaires completed by members of the PSI and members of SAPS from operational levels).

The study revealed the following:

- There are barriers to more effective partnership policing between the SAPS and PSI in combating crime. These barriers came from both sides (SAPS and PSI) whereby the SAPS are said to be looking down on PSI and taking time to respond to the crime scenes when called upon. On the other hand, the manner in which the security members behave on the crime scene was said to be problematic;
- Lack of effective control of PSI by the regulating body makes it easy for fly-by-night security companies to operate in South Africa hence tarnishing the image of the PSI;
- There is a need to give additional legal powers to the deserving private security officers, after thorough training, in order to qualify them as Peace Officers so as to strengthen their role in crime prevention in areas where they do not render their security services as opposed to the citizens powers that the private security officers have as outlined in section 42 of the Criminal Procedure Act No. 51 of 1977;
- The Memorandum of Understanding between the SAPS and PSI should be formulated by the crime prevention stakeholders in order to combat crime effectively;

- The security training should be improved in order to enable the security officers to help police combat crime effectively.

Based on the research findings, the recommendations were formulated which, hopefully, would help the stakeholders to improve their roles in crime prevention.

**Key words**

Private security, private security industry, crime, crime prevention, stakeholders, partnership policing, crime prevention model, police, public police, South African Police Service

## ACRONYMS

BAC	: Business Against Crime
CBD	: Central Business District
CCTV	: Closed Circuit Television
CPF	: Community Police Forum
EMPD	: Ekurhuleni Metro Police Department
JMPD	: Johannesburg Metro Police Department
NIA	: National Intelligence Agency
PSI	: Private Security Industry
PSIRA	: Private Security Industry Regulatory Authority
SABS	: South African Bureau of Standards
SANDF	: South African National Defence Force
SANRAL	: South African National Roads Agency Limited
SAPS	: South African Police Service
SASA	: South African Security Association
SASS	: South African Secret Services
SASSETA	: Safety and Security Sector Education and Training Authority
SIA	: Security Industry Alliance
SSEO	: Security Sector Employers Organisation
UK	: United Kingdom
USA	: United States of America



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## **CHAPTER ONE**

### **GENERAL ORIENTATION**

#### **1.1 INTRODUCTION**

The Constitution of the Republic of South Africa, Act 108 of 1996, section 198 (a) highlights that the national security of citizens is the responsibility of government. Section 199 (1) states that there are security services protecting the country namely: the South African Defence Force (SANDF), police service, and any intelligence services formed in line with the Constitution of the Republic of South Africa.

The focus of this study is on the South African Police Service (SAPS) and the Private Security Industry (PSI) as a partner in reducing crime in South Africa. In reality, the security services in South Africa are not able to combat crime unaided with a population of about 52 million people. The National Crime Prevention Strategy (NCPS) (1996) is clear in terms of involving partners in combating crime in South Africa although it is not so clear on the roles of partners in helping to fight crime. The Private Security in South Africa has an effective role to play in order to reduce crime. Their specific role comes from the private sector since they operate under the PSI and for profit.

According to Adam (2009: np), private security services function primarily to protect the property, assets, information and people (personnel and customers) of their clients. Such protection services can be provided either by a contract security company or an in-house security department. Such services vary in type, for example, guarding services, private investigations, close protection and retail (in-house) detectives. Adam (2009: np) further states that the private security has limited powers compared to that of the police. In order for private security organisations to operate, they need to register their operations as private security service providers and have a license to operate. Security employees will still need to be registered as security service providers with the body that regulates the security industry – Private Security Industry Regulatory Authority (PSIRA) Act 56 of 2001.

Minnaar and Ngoveni (2004:51) state that “private security does not have investigative skills and is more concerned with deterrence, securing premises or the safety of persons individually and crime prevention”. Tilley (2009:6) indicates that the term “crime prevention” is sometimes used interchangeably with other terms such as public safety, community safety or crime reduction.

It is government’s constitutional responsibility to render some basic level of protection to the citizens and if citizens want more, then they should pay for such services themselves (Goldstein, 2007: np). The South African Police Service Act 68 of 1995 and the Constitution of the Republic of South Africa Act 108 of 1996 mandate the public police to render services in order to protect the country and its people. The South African government, like any other government, has admitted that it is not able to deliver certain services entirely on its own. Therefore, government needs to set up different private partnerships in order to be able to fully provide the required services in all the different fields or sectors in society, that is, to share the cost burdens of the provision of services to communities. Such partnerships have also become necessary in the previously exclusive (state police and law enforcement agencies) area of law enforcement and crime reduction, for example, with private security service providers, in order to combat crime in South Africa (Nqakula, 2007: np). Minnaar (2007a:29) argues that issues such as practical and legislative constraints made it difficult for such a partnership to operate formally.

In 2007, the then Minister of Safety and Security, Mr Charles Nqakula, during the Security Industry Alliance Conference held in Johannesburg stated “The main thrust of the work of the South African Police Service is to prevent crime from happening in our country.” Minister Nqakula further stated that the South African Police Service (SAPS) have a huge responsibility and mandate for protecting people, keeping them safe and to combat crime. A partnership between public police and private security was therefore needed to collectively combat crime in South Africa. In this regard, Minister Nqakula explained that they (SAPS) had already entered into partnerships with different organisations from business, civil society and labour organisations.

The National Crime Prevention Strategy (NCPS) of 1996 had already laid the foundation for the partnerships that the Minister had alluded to in his 2007 speech.

One of the partnership projects emanating from these ideas was the Honeydew Pilot Project (a partnership between private security companies and SAPS in this policing precinct). The Memorandum of Understanding regarding this project was signed on 29 October 2008 by the stakeholders which were private security companies and South African Police Service of Honeydew Police Station (Kempen, 2009: np). Honeydew Police Station is situated at c/o Juice Street and Bailey Street, Zandspruit, Johannesburg, South Africa.

Joint initiative by these different stakeholders got off to a good start when the SAPS Honeydew Police Station Commissioner, Oswald Reddy initiated the so-called Honeydew Pilot Project in 2008. A number of participating security companies became involved in the Honeydew joint initiative (Kempen, 2009: np). The basic idea in this project was to utilise the available resources and personnel of the participating private security companies as back up to the SAPS' daily crime fighting activities. At the time the Minister of Police indicated that private security would serve as the eyes and ears of the South African Police Service in terms of sharing of information (Mthethwa, 2009: np).

## **1.2 NATIONAL CRIME PREVENTION STRATEGY**

In 1996 the South African government developed the so-called National Crime Prevention Strategy (NCPS) to deal with issues regarding crime in the country. Various stakeholders were invited to join forces in reducing crime. The National Crime Prevention Strategy identified the following role-players who would be active in taking steps against crime: the South African Police Service; the South African National Defence Force; National Intelligence Co-ordinating Committee (NICOC); Department of Justice; Department of Correctional Services; and Department of Welfare (NCPS, 1996:43).

The NCPS also listed a number of crimes, which were termed priority crimes that should be focused on first: crime involving the firearms; organised crime; illegal immigrants; drug trafficking; endangered species; and gang-related crimes (NCPS, 1996:43).

In addition to the above, the NCPS identified the following four pillars in combating crime: the process of criminal justice; community values and education; design of the environment; and transnational crime (NCPS, 1996:49-51).

The NCPS (1996:47) states clearly the planned actions of the South African Police Service in combating crime, namely: transformation strategies that would be followed to improve the work of the South African Police Service and operational partnership strategies that would equip the members of the SAPS to execute their tasks better in fighting crime. The NCPS (1996:48) highlights that the operational partnership strategy of the South African Police Service would include looking at a partnership between the SAPS and different stakeholders in the combating of crime.

### **1.3 PROBLEM STATEMENT**

The levels of crime in South Africa have shown that some crimes are decreasing while some crimes are increasing. Generally, the crime statistics are high in South Africa. This shows that the South African Police Service cannot fight crime successfully all by themselves. They need partners in crime prevention. Schonteich (1999:16) states that the growth of private security in South Africa came as a result of inability of the state (through ineffective policing and poorly resourced criminal justice system) to combat crime alone. For the purpose of the study, examples of various crimes (from the official SAPS crime statistics for the period 2008/9 -2012/13) will be examined (Figure 1.1).

**Figure 1.1: Crime Statistics in South Africa from 2008/2009 to 2009/2013**

Crime Category	2008/09	2009/10	2010/11	2011/12	2012/13
Robbery at residential premises	18 438	18 786	16 889	16 766	17 950
Burglary at non-residential premises	70 009	71 773	69 082	70 041	73 630
Carjacking	14 915	13 902	10 627	9 475	9 990
Robbery at business premises	18 438	18 786	16 889	16 766	17 950
Robbery of cash in transit	386	358	291	182	145
Theft of motor vehicles and motor cycles	75 968	71 776	64 504	59 097	58 370
Murder from other crimes	18 148	16 834	15 940	15 609	16 259
Shoplifting	80 773	88 634	78 383	71 848	71 309

(SAPS, 2013)

The crime statistics from the above figure indicate that much should and can still be done to combat crime in South Africa. Although some crimes have decreased, the numbers remain unacceptably high hence the role of private security is looked at in an effort to help combat crime in South Africa. Only those crimes which affect businesses or private individuals have been chosen for this study. Generally, private security services are only used (paid for) in neighbourhoods by residents who are able to afford it.

In an interview with Visser (2009) as cited in Kole (2010:28), it was stated that “crime in some areas may decrease in terms of statistics but increase in terms of financial impact; for example, we may have less criminal incidents such as cash-in-transit robberies but experience severe financial losses than the previous years. This indicates that the only time people would

be convinced that crime levels have decreased and are under control would be when both the level (numbers) and the impact have decreased.

The former Minister of Police, Mr Nathi Mthethwa, who headed the Police Portfolio from October 2009, encouraged the establishment of a partnership between the South African Police Service, Business Against Crime South Africa and the Security Industry Alliance (SIA).

The SAPS was publicly perceived and seen to be ineffective in their response to crime. SAPS members on occasion would cite a shortage of vehicles to attend to complaints as a reason for their slow or no response to reported crimes or crimes in progress, whereas private security had always been appreciated (by paying clients) because of their pro-activeness and speedy response to alarms or crises.

On the 1 September 2010 the Deputy Minister of Police, Mr Fikile Mbalula, speaking at the SIA organised conference on the PSI, indicated that it was his impression that the private security sector in South Africa was resisting regulation. He further pointed out that the main objective of private security was to make profit, while the police's was to fight crime. The Deputy Minister was drawing attention to the SAPS and private security in terms of their respective commitment to fighting crime in South Africa.

The main argument put forward by the Deputy Minister was that the PSI should not be allowed to run "amok in the name of fighting crime. We can't allow them to be above state organs". In response to the Deputy Minister's speech to the conference, Mr Sibusiso Ncube, the chairperson of Security Industry Alliance, stated that it was incorrect to accuse the PSI of not wanting regulation (they were already regulated by law). Furthermore, he indicated that the PSI was in fact complementing the police in the fight against crime in South Africa (Mkhulisi, 2010: np). Mr Steve Conradie, the Chief Executive Officer of the Security Industry Alliance, indicated that government was, in fact, part of the problem of regulating the security industry more effectively since they (government) hired security services from

security service providers who were not registered with the security regulatory body, the Private Security Industry Regulatory Authority (Mkhulisi, 2010: np).

In a subsequent interview, Mr Conradie defended the fact that the Deputy Minister of Police even accused the security industry of illegal intelligence gathering. Mr Conradie indicated that a decision had been taken in 2003 by the Security Industry Alliance that they would only deal with private security and not the intelligence (information) gathering part of such services. The members of SIA in their security service provision dealt mainly with, among others, electronics security, cash-in-transit, in-house, armed response, locksmith and close protection types of security. Mr Conradie appealed to the corporates, members of society and all general consumers of security services to find out from security service providers whether they, as a matter of course, conduct security background checks (vetting) on their employees, and also whether such contracted security providers have proper security certification in place, i.e. company and personnel registered with PSIRA and all training was properly sanctioned and SASSETA certified. He further alluded to the fact that non-compliant security companies, who were getting tenders from government, were the main companies responsible for exploiting security employees in that they would pay them less as a result of not complying with the PSIRA legislation. In the interview, he further indicated that they had always pleaded with government to review the legislation (PSIRA) in order to make it tougher in order to enforce compliance and sanction more severely to those not complying (Mkhulisi, 2010).

#### **1.4 RESEARCH OBJECTIVES**

The purpose of this study is to investigate the role of private security in helping the South African Police Service to prevent crime. In order to do that, the following objectives were developed:

- to outline the barriers that hamper effective partnership between the South African Police Service and the PSI;
- to investigate the effectiveness of the legislation regulating the private security in South Africa and to identify shortcomings in terms of private security playing a role in combating crime;



- to investigate various services currently being provided by security service providers that could be effective in combating crime in South Africa;
- to investigate the special powers private security practitioners would need to be more effective in their job;
- to determine the resources that could be provided by private security to support the police to be more effective in combating crime in South Africa; and
- to formulate recommendations based on research results for a best practices model for partnership policing between the private security industry and the SAPS - a four-sided model that will help all stakeholders to reduce crime.

## **1.5 RESEARCH QUESTIONS**

Creswell (2003:114) states that the research questions that are asked in mixed methods approach should be applicable to both quantitative and qualitative methods. The research questions seek to address questions which enable the study to achieve the objectives (Creswell, 2003:114). The questions which were asked in the study are as follows:

- What are the main barriers/obstacles to the effective partnership between the police and the private security in combating crime in South Africa?
- Is the current training being received by private security personnel adequate, requisite and of an acceptable standard for the effective combating of crime in support of the police?
- Do private security officers in South Africa need additional legal powers to act in support of the police in combating crime effectively?
- What are the types of resources and specialised services the private security industry can bring to partnership policing and how effective would they be in combating crime in South Africa?
- What are the shortcomings of the regulatory legislation for the PSI in terms of facilitating crime combating activities in support of the police?

## **1.6 VALUE OF RESEARCH**

This is the first study specifically looking at the partnership role of the PSI in South Africa in combating crime.

The information obtained in this study could guide the government on measures that are needed to provide a breeding ground for effective and efficient private security that will add value to the fight against crime. The information obtained from this research could also benefit Security Science as a young and evolving science in South Africa and many other countries. At the practitioners level, the findings of this research makes both the South African Police Service members and the private security officials aware of the factors that hamper effective partnership and the recommendations indicate how such factors could be avoided.

## **1.7 THEORETICAL FRAMEWORK**

By examining and investigating the way private security can be used as a strategic stakeholder, the following three critical theories were used:

**Crime Prevention Through Environmental Design:** Crime Prevention Through Environmental Design (CPTED) theory holds that criminals are able to commit offences as a result of the opportunity created by the physical environment. In this sense, the conditions of physical environment need to be changed so that less crime is committed. For example, by making sure that the targeted victims are made less attractive to potential offenders (Akers & Sellers, 2004:7; & Clarke, nd: 1).

**Social Control Theory of Delinquency:** Social control refers to the situation whereby the organisations or members of the communities have the capability to have their customs useful in order for them not to commit crime. It was further highlighted that where social control was in place the “family, public opinion, law, belief systems, education, customs and religion all operated in a concerted manner” and that where there is an interference with these factors criminal behaviour resulted (Carey & McAnany, 1984:93).

**Situational Crime Prevention Theory:** The Situational Crime Prevention Theory argues that chances of criminals to commit crime should be reduced by putting some preventative measures in place (Tilley, 2009: 105). The criminals should not think that they will succeed in getting away with the crime that they have committed.

As such, the opportunity to commit such crime should be made more difficult and risky (Tilley, 2009: 106). This theory is all about the efforts to create safer streets and building structures, involving the assistance provided by the police making use of neighbours to look out for crime, ensuring that there is collaboration between different agencies and role-players in combating crime and to include everybody in the street-level efforts to prevent crime in a community.

The researcher sought to draw a connection between the three theories mentioned above and their implementation in order to combat and reduce crime. Tilley (2009:138) argues that sometimes crime prevention initiatives fail because of a number of reasons, namely:

- the theory that is followed may have some weaknesses in itself;
- the measures put in place may not be the right measures fit for the purpose; and
- the wrong theory and its wrong implementation would never contribute positively to crime prevention.

## **1.8 SECURITY PRACTICES**

This study is intended to look at various best practices in providing security services in terms of a Partnership Policing Model in order to come up with a suitable one for the South African crime situation and context. In this regard, the researcher looked at one international model, for example, the one used in the United Kingdom on the use of Close Circuit Television (CCTV) in crime prevention. The Beginner's Guide to Security Sector Reform (Global Facilitator Network –Security Sector Reform, 2007: np) highlights that in April 2007, its 30 members of state came up with a number of good practices. Some of them (security practices) were specifically designed:

- to encourage government departments to work as a collective towards combating crime;
- to promote communication between all security role-players and non-security role-players; and

- to create co-operation, interaction and a political will (to implement the recommendations).

## **1.9 KEY THEORETICAL CONCEPTS**

The following key theoretical concepts will be briefly explained in order to gain a clear understanding of the study.

**Reactive security:** Specific unit of security officers who are competent to use firearms and have drivers licences to drive reaction vehicles in order to respond to crime to investigate the incident (Pillay & Claase-Schutte, 2004:122).

**Security:** Security is the protection of information, property and people by security personnel (Adam, 2009: np).

**Private/contract security:** Security services rendered by private security service providers (Lombaard & Kole, 2010:57).

**In-house security:** Security services rendered by the security personnel from a security department of the same organisation (Lombaard & Kole, 2010:57).

**Security survey:** “A critical on-site examination and analysis of an industrial plant, business, home, or public or private institution to ascertain the present security status, identify deficiencies or excesses, determine the protection needed, and make recommendation to improve general security” (Fennelly, 2004:19).

**Company policy:** The goals set by the top management that all the departments in the organisation, including security department, should achieve (Kairab, 2005:22).

**Security policy:** A security policy is aimed at achieving specific security goals by the security department. These goals should be in line with the policies of the company (Kairab, 2005:47).

**Security procedure:** The steps that should be followed to execute the actions as laid down in the security policy which is guided by the entire company policy (Kairab, 2005:49).

**Risk:** Is the “possibility of suffering harm or loss, exposure to the probability of loss or damage, an element of uncertainty, or the possibility that results of an action may not be consistent with the planned or expected outcomes” (Ortmeier, 2002:77).

**Risk management:** The identification of risks and possible effects these risks will have to the assets (people, information, property and reputation) of the organisation protected. These risks should be minimised to the levels which are acceptable (Ortmeier, 2002:77).

**Security measures:** Security measures, which can consist of people, policies, procedures and physical security - including technological measures, are put in place to counteract security breaches or promote loss prevention (Vogel, 1985:6).

**Security system:** A security system is made up of different components, namely: a security aid which would typically be the piece of equipment or manpower used to improve or add to the overall security system made up of a number of security aids (for example, CCTV, control room, guards patrolling, dogs, etc.). When all these are implemented in conjunction with each other (integrated), a security measure is in place. The way they all operate and are coordinated is based on a clear written security policy which includes procedures and operational guidelines. When the security measures (way, method, process or instrument) become operational, a full security system is now in place which incorporates a number of security principles (for example, protection in layers, integration, risk assessment, et cetera) (Minnaar, 2007a: 2).

**Emergency plan:** This is the plan that should be followed in case of any emergency that is experienced, for example, fire situation, robbery, floods or other natural disasters, which typically might require the immediate evacuation of a building (Vogel, 1985:423).

**South African Safety and Security Education and Training Authority (SASSETA):** The body that is responsible for managing skills programme and learnerships for the PSI (Pillay, 2007:67).

**Private Security Industry Regulatory Authority (PSIRA):** The regulatory body for the South African PSI set up by the *Private Security Industry Regulation Act, No. 56 of 2001* (PSIRA) .

## **1.10 LAYOUT OF CHAPTERS**

Chapter 1: General Orientation - This chapter gives the general orientation to the study.

Chapter 2: An overview of the Private Security Industry in South Africa - This chapter deals with the origin of private security in South Africa. In this regard, comparisons with other parts of the world are made.

Chapter 3: Private security industry and its regulatory challenges - This chapter deals with the comparative analysis of private security focusing mainly on its operation and regulation in the selected countries.

Chapter 4: Public Private Partnership Policing - This chapter deals with the partnership between public police and private security in combating crime in South Africa.

Chapter 5: Theoretical framework - This chapter deals with three theories namely: Crime Prevention Through Environmental Design (CPTED), Situational Crime Prevention and Social Control Theory of Delinquency. The researcher draws the connection between the three theories in relation to how they can be used for crime reduction in South Africa.

Chapter 6: Research methodology: This chapter outlines the research methodologies that were followed in this study.

Chapter 7: Findings, Recommendations and Conclusions - This chapter is aimed at the presentation, interpretation and discussion of research findings. Recommendations are made in accordance with the research findings. A conclusion is formulated whereby it is made known if there is any need for further research. Readers of the research report are put into perspective as to whether the research questions were all covered and if not, reasons are given.

### **1.11 CONCLUSION**

This chapter highlighted the picture of the crime statistics in the South African context. It was made clear that the criminal incidents reported to the police stations are high. It was also put into perspective the need for the partnerships to help the police combat crime in South Africa. The value this research might have to different groups of people and/or organisations who might have an interest in this study is clearly explained. Above all, the National Crime Prevention Strategy was looked at. Specific crimes which are the main focus of the National Crime Prevention Strategy were also mentioned. These crimes were the main reason why the partnership policing issue was found to be imperative. Available sources of literature were used to gather more data in order for the researcher to gain more understanding on the topic.

## **CHAPTER TWO**

### **AN OVERVIEW OF THE PRIVATE SECURITY INDUSTRY IN SOUTH AFRICA**

#### **2.1 INTRODUCTION**

During the 1950s, the future of private security not only in South Africa, but worldwide, provided many uncertainties such as, would private security be capable of protecting people or assets in their private capacities; would private security outnumber the public police; would private security manage to protect government institutions; and/or would private security ever be an effective partner with law enforcement agencies in crime reduction. All these points mentioned reflect the changes brought about by the existence of private security in terms of safety and security of people and assets (George & Button, 2006:3).

In South Africa, and other parts of the world, security services and security practitioners have always been overlooked because many decision makers in organisations have little or no idea about security and how it should be run. Assertions are also made about their (private security personnel) low level of training and low pay (Cunningham, Strauchs & Van Meter, 1990:142). Some people would even think of security to be an expense which the organisation should not maintain. The paradox of this is: how can an organisation run successfully without making and protecting the profit which they make? One would be mindful of the fact that the role of private security, for some reason, happens to be undermined by people with authorities in different organisations. Ortmeier (2002:16) asserts that the fact that one has served as a member of law enforcement agency does not necessarily make him/her a good security manager. The police can in no way be expected to adequately protect private organisations, because they are responsible for the safety and security of all the members of public (The Constitution of the Republic of South Africa, section 205 (3)).

According to Sennewald (2003:20), when there is effective security in place in an organisation, the profit is increased because there are less criminal activities leading to financial losses. This particular phenomenon is called an economics of security. Minnaar



(2007a:8) and Pillay (2002:119) state that the PSI in South Africa contributes to the economy of the country in the following ways:

- It provides employment to thousands of people;
- It provides an opportunity for many people with a passion of becoming entrepreneurs and therefore attracts investors; and
- It renders protection services to assets and resources in the country.

In order for security function to be effective, it has to be funded by the organisation that it protects. Sometimes this does not happen from organisations. Lyons (1988:10) states that even if the spending that is made on security needs is doubled, it would not automatically avoid risks to which the organisation is exposed. That is understandable; however, the organisation does not need to open itself to possible vulnerabilities by not adhering to security precautions because they do not want to pay for the effective security measures. If top management provides inadequate funding to the security programme, they should remember that the security component will not be able to protect the organisation efficiently and effectively as expected. Therefore, top management of the organisations should be aware that security plays a vital role in their businesses and without the role of private security, they will run their businesses at a loss because they will not be protected effectively.

The manner in which the security function is regarded in some organisations frustrates people who are in the security environment. Security service providers, most of the times, would normally indicate that they never thought of following security careers until they found it difficult to be employed in their targeted fields (Pillay & Claase-Schutte, 2004:126).

## **2.2 THE HISTORY OF PRIVATE SECURITY IN SOUTH AFRICA**

In 1868 in Griqualand West, in the then Cape Province, diamonds were discovered in the Vaal River. According to Vidulich (1982: 7-8), there was then a great need for men who were reliable to protect these diamond fields. African men were mainly recruited to render these security services.

The shopping complexes also needed guards. These security guards were called “*aMatshengelane*”. They did not have any skills (Potgieter, Ras & Naser, 2008:39). All that was needed from them was to be well built and to be able to use the “*knopkierie*” as security equipment to deter the would be criminals. They could easily be spotted at night during cold winters with a container with fire to keep themselves warm (Potgieter, *et al.*, 2008:39).

In the 1950s and 1960s, the banks were using taxis to transport money to or from the Reserve Bank of South Africa. It was in this period where crime risks (for example, robberies) escalated. This forced people with authority to come up with a plan that would avoid or minimise those crime risks which were experienced. Fidelity Guards started offering services to transport cash with a vehicle with protection features. This was still the early stages of such services and at that time the company had only one vehicle. The staff members included one female and three male officers. Ten years later, the cash in transit services were in demand in the markets and the Fidelity Guards security company was not able to do so all by itself. It then merged with the Armoured Car Services (Vidulich, 1982:9).

In the 1970s, the PSI in South Africa was joined by the trained ex-police and ex-military officers who came from Zimbabwe after the Rhodesian war. These officers were, in most cases, used to render their services in the strategic national key points of government as guards. There was an increase in the numbers of members of the South African Defence Force and the South African Police who were managing the PSI then (Pillay, 2007:61).

Byrne and Jones (1977:23) state that security function should not be considered to be the area where anyone who has not succeeded in their career should be thrown at by the organisation. New security setup has produced young and educated people from different backgrounds entering the security markets. The criterion for the security environment is no longer that of physical appearance, but to have the ability to do the right job at the right time. People entering these markets should be trainable and able to adapt to the changing security technology.

Pillay (2007:61) indicates that during the 1980s, the South African government became concerned about the level of violent crimes that took place in the country as a result of political instability. It was in this period where South Africa experienced a fast growth of the PSI. The white minority in South Africa were the ones who were vulnerable to the violence by blacks who were oppressed during that time (Pillay, 2007:61). It is because of this reason that the whites needed the private security companies to protect them.

### **2.3 SECURITY SERVICES IN SOUTH AFRICA**

PSI is mainly concerned with protecting the property of their clients (Minnaar, 2007a: 8). Their clients are different; they form among others, the private citizens, private institutions or businesses, government, and parastatals. The South African PSI renders different security services. According to Yorke-Smith (2010), most security companies in South Africa offer the following security services: guarding services; armed response; cash management services; electronic installers such as CCTV systems; electronic manufacturers and distributors; electronic fence and component manufacturers; close protection; event security; locksmith; security systems; consumer goods protection; and in-house security.

### **2.4 THE PROBLEMS IN THE SOUTH AFRICAN PRIVATE SECURITY INDUSTRY**

The concern that the Minister of Police, Mr Nathi Mthethwa, pointed out in 2012 is that PSI does not work according to the rules because some private security companies do not conduct background check (vetting) of the security employees (Mnisi, 2012). The Minister further indicated that in 2008, security companies vetted their security employees with SAPS whereby 170 728 security officers were involved. The outcome of the vetting exercise was that 14 729 security officers were found to be linked with criminal activities (Mnisi, 2012). The criteria for being a Security Officer, like any other industry requiring high level of honesty and reliability, is that a candidate should not have any criminal record. The Minister of Police in 2011 pointed out that it was not a wish of government to control the PSI but when necessary the government would conduct vetting for the security industry for all the security service providers so that their records are clean when joining the PSI (SAPA, 2011). There is,

however, some flexibility regarding the issue of criminal record of the individual aspiring to register with PSIRA (PSIRA Act 56 of 2001, Section 23 (1) (d) – (e)). The Act stipulates that the security officer should not have been found guilty of an offence specified in the schedule within a period of 10 years immediately before the submission of the applicant to the authority; and the applicant should not have been found guilty of an improper conduct by the authority within the period of five years immediately before the submission of the application to the authority. From the above-mentioned statement by the Minister, it was not indicated that the security officers who were found to have been involved in crime fell under this category of exception or not. One would argue that if they fell under the two sections mentioned, then it will be useless to still make this as if it is wrong for them to be in the PSI while the PSIRA legislation through its flexibility allows them to work in the PSI.

Another problem that the Minister highlighted from the PSI was that the unaccounted for firearms had become a problem exacerbated by what the Minister called “mushrooming security companies” in South Africa (SAPA, 2011). The main concern here from the Minister was that criminals could easily enter the PSI markets and end up colluding with other ‘external’ criminals to commit serious crimes such as cash-heists (SAPA, 2011). In South Africa, unlike in other countries the rules are not stringent for one to operate an unregistered security company. For example, in the State of Texas, the following minimum requirement should be met before operating a guarding company: an operator should be over 21 years of age; must have 3 years of experience in the relevant field; and 1 year of experience in the managerial level (The State of Texas, 2014:44). In California State, anyone found running security company without fulfilling the minimum requirement is penalised (Borgens, 2009: np). In the United Kingdom, when a person operates a security company without being registered is also penalised by being sentenced to prison for a period not exceeding 6 months or a fine or both (UK Private Security Industry Act 2001, section 3). This might also have negative impact on the effective prevention of crime by private security.

Singh (2008:56) attests to the Minister’s concern about the problem of firearms in the PSI by indicating that when she conducted interviews in the PSI about firearms, one of the

participants who was a security officer pointed out to her that at some stage his security company issued him with a firearm while he was untrained to handle a firearm. All that he needed was to have a job. He was quickly shown (in a few minutes) how to operate a firearm and then given the firearm and posted to a duty point. Singh (2008:56) is of the opinion that this problem was created by the weakness of Security Officer's Board that allowed the security companies to register for firearm licence and be informed to only issue firearms to competent security officers but there was no measure in place that would be used to monitor the proper adherence to the rule. Gumedze (2007:200) concurs with Singh's account but further goes on to say that this situation is not unique to South Africa since in the United States of America, in Chicago, in 1996, 20% of the private security officers were found to be active members of gangs. In this case, use of firearms is rife in order to commit crimes. Again, most of the crimes are committed against the organisations because they get information from the people within the organisation 'that they are deployed at by criminals'. However, the Firearms Control Act No.60 of 2000, which was also aimed at bettering the situation by putting in place the guidelines about how to handle firearms in the PSI could not be effectively adhered to by the entire PSI; hence the above mentioned issues.

Misconduct in the South African PSI is also a problem. This is not only caused by the "*fly-by-night*" security companies as they are made a scapegoat in most instances for everything that goes wrong in the PSI. In this regard, even big and well established security companies are involved. For example: it was reported that one of the security officers of one of big foreign owned security companies (G4S) rendering security services in South Africa, in Mangaung Prison, was found to be mistreating the inmates by way of electrocuting them and injecting them with antipsychotics to force them to comply with their instructions (Steyn, 2013:2). In 2007, the same G4S security company that was rendering the security services at OR Tambo International Airport was in the news regarding abusing the black security guards who were working for them (Gumedze, 2007:198). In this case the white Security Supervisors of this security company called security guards "*kaffirs*" and there was no action taken against the Supervisors until the trade union that represents the security officers called the South African Transport and Allied Workers Unions (SATAWU) intervened. These are two examples of many problems that the security guards, mainly blacks, are faced with on

daily basis. One would argue that if the employee is not happy at work and he is expected to render security services then the client will not be properly protected by unhappy security guards. This will then have an impact on the effective role that the PSI is expected to play in crime prevention.

## **2.5 DAILY SERVICE CHALLENGES FACING PRIVATE SECURITY INDUSTRY IN SOUTH AFRICA**

PSI, like any business, is faced daily with challenges while in their endeavour to help fight crime in society. Some of the cases get reported so that the society should know about them while some of the cases go unnoticed. For example, below is the watershed case that faced one of the security companies in South Africa where too much money was claimed in a lawsuit:

*In 2009 the family that uses the security services (client) of the security company called Imvula Protection (Pty) Ltd went out. It was in the evening around 21:00. Imvula Protection Services provided guarding services to the client where the security guard was posted at the main gate of the residence. The client gave a clear instruction to the security company: no one should be allowed to enter the premises without first asking the owner of the residence. Now that the owner of the residence was out, the team of armed robbers impersonated the police and needed to enter the premises. The security officer (unarmed) did not ask for any identification details. He allowed them in and they tied the house helper. Just when the owner arrived they demanded that the owner handed his belongings (unspecified) to them. They took the valuables and fled. The house was not only protected by the security guard. There were also security measures such as: CCTV surveillance system; alarm system; and beams. The security officer was not equipped with the security equipment such as the two-way radio or company cellphone. All the security officer had was his cellphone that did not have airtime at the time. As a result, the security officer was unable to contact his company. The owner of the residence claimed the amount of eleven million rand (R11 million) from the security company as a result of that action. This case went through various courts and ended up in the Constitutional Court. On 20 March 2014 the Constitutional Court of South Africa made a*

*ruling in favour of the owner of the residence (Loureiro and Others v Invula Quality Protection (Pty) Ltd, 2014).*

The above case points out precisely how ‘smart’ PSI should be in fulfilling their mandate in order to be effective in helping police to combat crime. Diavastos (2014:41) points out that the time has come for PSI to learn from cases like this and realise a mammoth task that they are faced with. The clients deserve better because they pay for their protection. Diavastos (2014) further advises the security industry to adhere to best practices, quality training of security personnel, better threat assessments, insurance covers and legal help from experts where it is necessary. Cases like the one above present a severe challenge especially if it happens to ‘fly-by-night’ security company because they are not compliant with the laws regulating the PSI in South Africa, let alone better business practices or risk control. From the study that was conducted about the role of private security, it was pointed out by one of the respondents (who was a security manager) that fly-by-night security companies found it easy to underpay their employees than to pay for the fines for not complying with the rules (Irish, 1999:27). This is another side of the coin where the employers choose to run their organisations at the expense of their employees. The job of the security officers makes them vulnerable to both their employers (from being underpaid) and criminals (from criminal attacks). Berg and Nouveau (2011:23) state that the security officers in South Africa are mainly faced with the violent situations while executing their duties than any security officer elsewhere in the world. Therefore, it is clear that private security can play a vital role in crime prevention when the government can intervene and ensure that the industry is well regulated so that it is difficult for ‘fly-by-night’ security companies to operate. In the above-mentioned case, the security business concerned was said to be a registered security business. This sends a strong message to the ‘fly-by-night’ security business. It is imperative for government to act in helping the fast growing industry to execute their mandate properly. The whole issue of well-resourced security officer also comes to the fore. Effective crime prevention or reduction cannot be successfully executed while private security officers are ill equipped. Again, from the above case study, it is imperative that the PSI looks at the level of training that the security officers undergo to protect the property of the clients effectively. In this case, the level of training of the security officer was found to be ineffective because the latter failed to

control access effectively by failing to adhere to the instruction properly by first informing the owner of the residence of the people or 'police' wanting to gain access into the premises. Now that the security officer knew the owners of the residence were out, access could have been denied. If these were the genuine police, the security officer was supposed to contact the Security Control room immediately. Again, the security officer failed to ascertain the names of the people whom he gave access into the premises.

## **2.6 REGULATING THE PRIVATE SECURITY INDUSTRY IN SOUTH AFRICA**

The PSI, like any other industry, needed to be regulated at some point because it was seen to be a fast growing industry. The efforts of regulating this industry are explained below.

### **2.6.1 Security Officers Act 92 of 1987**

The Security Officers Act No. 92 of 1987, hereafter referred to as the Act, became the first means of regulating the PSI in South Africa. The Act was aimed at setting the minimum standards so that all security service providers wishing to render security services in South Africa should register with the Security Officers Board (SOB) (Berg & Nouveau, 2011:25). Among the objectives of the board was to conduct inspections in the industry. The Security Officers Board Training Committee (SOBTC), which was mainly formed by the owners of the security companies rendering security services in the country, was established from the SOB. The main objective of the SOBTC was to ensure that the security curriculum was designed for all different levels of private security (Minnaar, 2007a:56) as explained below.

### **2.6.2 The curriculum for security officers**

The South African PSI, like any industry, has its own curriculum which has to be followed by security officers in order for them to register as security service providers with PSIRA. Like all the curricula, the curriculum of the security officers changes from time-to-time to improve their level of training. Initially, PSIRA was the one responsible for security training quality assurance but after the MOU was signed between PSIRA and SASSETA in 2006 SASSETA



took over the quality assurance part of security training (PSIRA, 2008). PSIRA used security grades in order to differentiate their levels of training as follows:

**Grade E (SASSETA Skills Programme 1):** This is the lowest level that has 39 credits that the security officer should fulfil in order to acquire this qualification. This level is made up of Unit Standards, which run for a specific period before they are reviewed (PSIRA, 2008:1). The duration of training for this Grade, like each Security Grade, is five days under the old PSIRA training standards which is still running as such in 2014 in many security training providers. This Grade will be phased out when the Skills Programmes by SASSETA are fully functional because it is seen to be of a very low standard for the PSI. This Grade, and others, should only be taught by a qualified security assessor who is registered in the database of SASSETA. The moderation of this qualification, and other qualifications, should also be done by the qualified moderator who is registered in the database of SASSETA.

**Grade D (SASSETA Skills Programme 2):** is also the lower level that should only be done after having completed Grade E. This Grade has 35 credits that the security officer should fulfil in order to acquire this qualification (PSIRA, 2008:1)

**Grade C (SASSETA Skills Programme 3):** has 39 credits and it should only be done after first completing Grades E – D.

**Grade B (SASSETA Skills Programme 4):** has 42 credits and it could only be done after successfully completing Grades E – C.

**Grade A (SASSETA SKILLS Programme 5):** has 45 credits. It could only be done after successfully completing Grades E – B. It is normally done by security managers.

The security officer is not obliged to train for all the security grades. Many security officers do train for the first three grades (Grade E – Grade C) as these grades allow them to get jobs in the security industry. Other security employers are overlooking the two Grades (E and D) to the extent that they no longer employ people who only possess them because they consider their level of training to be of low standard (Irish, 1999:25). Generally, in order to be marketable in the security industry, one needs to have Grade C. On the other hand, other

security companies have the tendency of recruiting candidates with higher security grades and offer them jobs that are at lower levels and pay them low salaries. Such companies benefit from the wealth of knowledge of the security officer in the process. Most of the security officers see it proper to do additional security courses while they are already employed by the security company. In this way they stand a better chance for promotions within the organisation. According to Minnaar (2007a:61), some of these additional courses include Grades B – A; firearm training; cash-in-transit; retail course; national key point course; closed circuit television monitoring course; and dog handler course. If a security officer has done an additional course their pay is also improved.

In 4 July 2005, a Memorandum of Understanding (MOU) between PSIRA and Safety and Security Sector Education and Training Authority (SASSETA) was signed by the two parties. The MOU highlighted that PSIRA would only handle registration aspects of security service providers and it would no longer deal with the training part of the security industry (Minnaar, 2007a:59). SASSETA would then take over the function of quality assurance of security training. It was agreed that in about three to five years, SASSETA would completely take over the training aspect of the security industry (Minnaar, 2007a:57).

SASSETA introduced a system of rendering training by means of training providers who are registered with SASSETA as assessors. The assessments of training should be done by a qualified assessor and moderated by qualified moderators. The study material is given to the learner in a way of a Unit Standard. The Unit Standard itself should be registered with SASSETA as well (Minnaar, 2007a:59) and highlighted under security curriculum. Not only training is of vital importance to the PSI in South Africa but the security associations as well.

### **2.6.3 Private Security Industry Regulatory Act 56 of 2001**

In 2001, the new legislation called Private Security Industry Regulatory Act (PSIRA) came into being. This legislation was expanding on what Security Officers Act 92 of 1987 had achieved. Among other responsibilities of PSIRA, is to register security service providers applicants and issue them with identification certificates; suspend registrations of non-

complying companies in the database of PSIRA; applying for court orders in respect of a security service provider; to set a code of conduct for security service providers; investigate improper conduct by security service providers and to enforce compliance to the legislation by using inspectors (PSIRA Act 56 of 2001).

According to Berg (2008:88-89), the main difference between the Security Officers Act 92 of 1987 and PSIRA Act 56 of 2001 is that the council of PSIRA is not made up of the people from the security industry (that is, owners of the security companies) because this was going to make PSIRA bias to the interests of the security employers. However, this does not mean that PSIRA regulates the PSI without problems. According to Minnaar (2007a:1), the first problem which was identified by the participants from a study that was conducted to determine the effectiveness of PSIRA in regulating the PSI was the uneasy relationship between PSIRA and the PSI. This was the first problem of the sixteen (16) problems which were identified. One could argue that it is evident that the PSI under PSIRA Act experiences some problems because they feel that their interests are not taken seriously by the regulating authority or the Minister of Police (as empowered by PSIRA Act to amend the Act as and when it is necessary). The PSI through their association (security employers association) called Security Industry Alliance (SIA, 2012) do take the authority to task from time to time such as taking legal steps to oppose the steps that the authority intends to implement in the security industry such as increasing fees that would help the authority to be effective in executing its mandate. For example, The Minister of Police is empowered to increase annual registration fees of security service providers when he/she sees it fit. On 25 November 2011, the Minister of Police, Mr Nathi Mthethwa signed Notice No 2 of 2011 (General Notice - Annual Fees), which was about Publication of Amendment to the Regulations made under the Security Officers Act (Act 92 of 1987). In that, the Minister increased the annual fees paid to the regulating authority (PSIRA) by the security service providers as follows:

- Security businesses would be required to pay for annual registration fee of R5250.00 from R3000.00;
- The above annual payment would be made on or before 7<sup>th</sup> April of each year; and
- Security officers would be required to pay a registration fee of R7.00 per month from R0.70 per month.

The above annual registration fees came as a result of PSIRA not having increased fees for the previous 9 years. In a response to PSIRA's annual fees increase as mentioned above, Security Industry Alliance (SIA) (representing its members which are security employers), took PSIRA to court because of what they called "direct contrast with the government policy on the support of small and medium businesses in South Africa" (SIA, 2012). The people from the industry had different views regarding this. The majority of the people indicated during reviews conducted by PSIRA that it was proper for PSIRA to review the fees (PSIRA Annual Report, 2012:4).

South Africa is a country that recognises the rights of individuals, institutions, organisations or businesses. It is the country where the rule of law is upheld and many citizens still have trust in it. Businesses can take the government to the courts if they feel so. Employees can take employers to the labour institutions such as Commission for Conciliation, Mediation and Arbitration (CCMA) if they have disputes. PSI is also making use of these institutions. Be that as it may, the owners of the security organisations may be aware of the fact that PSIRA as the security regulating body is facing challenges in terms of executing its mandate because of financial constraints. It is also clear that the only income of the authority that regulates an industry that grows fast and of this magnitude is fees paid by security businesses and security officers (PSIRA, 2013). For nine years, PSIRA did not increase their fees and when they did, it seemed they increased them too high (PSIRA, 2013).

While one understands that, the manner in which the fees are raised should not appear to be like a punitive action by the authority where fees would increase by more than 50% in some instances as it appears to be the case for PSIRA in this regard. This clearly shows that the level of interaction between the authority and various stakeholders is not at a level where it would discuss issues and reach consensus. On the other side, it is clear that anyone has a right to seek intervention when it is required. Security Company owners are seen to be in the forefront in battling that PSIRA should not increase their annual fees, but the voice of trade unions is visibly absent on this increase of annual fees for security officers. It is not clear why PSIRA did not increase the fees for 9 years, but what is known is that the Minister of Police

in 2010 appointed a Ministerial Task Team to look at why PSIRA was not effective and financially stable. This led to the appointment of the new PSIRA Council in January 2010 which was tasked with developing a strategic plan of the authority (PSIRA Annual Report, 2009/2010:3).

## **2.7 THE GROWTH OF THE SOUTH AFRICAN PRIVATE SECURITY INDUSTRY**

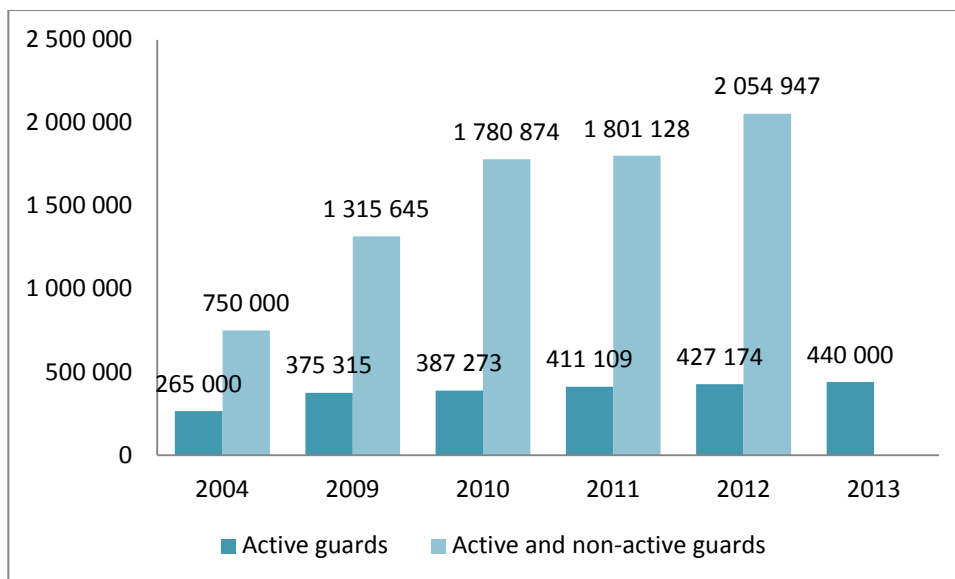
Minnaar (2007a:8-9) points out that the South African PSI contributes to the economy of the country because it gives jobs to many people. There are various reasons which contributed to the major growth of private security in South Africa from the period 1995. Some of the reasons are: the threatening high levels of crime in the country; insurance companies insist that companies should put in place adequate security measures in order to control losses; there was no effective policing by public police; the government had no sufficient funding for crime prevention initiatives; a belief by the members of the society that if their neighbours had a security company protecting them they should do likewise; and government was using private security services in some of their events where security services were needed (Minnaar & Ngoveni, 2004:43). These factors seem to be relevant in advancing the role of private security in crime reduction to this date.

Minnaar (2007a:8) states that the growth of PSI in South Africa, which is influenced by the above-mentioned factors, is not unique to the country. Another important reason for growth of private security is that the police cannot be everywhere in order to prevent crime and as such the PSI is contributing in crime prevention.

In 1997, the ratio between private security and police was 3:1 in South Africa; in the USA was 3:1; in the United Kingdom and Australia was 2:1 (Schonteich, 1999:24). In 2013, in South Africa the ratio between the private security guards and police was 4:1 (Steyn, 2013:2). These ratios are based on actively registered private security officers operating in South Africa.

South Africa has little information about the statistics of PSI from earlier periods of its inception (Schonteich, 1999:21). Schonteich (1999) goes on to say that what is known is that the PSI experienced growth from the 1970s. Irish (1999:3) agrees with this statement by saying that the PSI grew by about 30% per annum from 1970s. In 1999, there were 350 000 active and non-active security guards (this means all individuals registered with PSIRA including those that are registered in the database but not working as security officers) and 147 000 active security guards (this means only those who are registered and working as security officers) (Irish, 1999: 3). The growth of private security in South Africa can only be traced consistently back to 1990s. According to Singh (2008: 40), the reason for this is that PSI in South Africa only started to be regulated from that period, given that the Security Officers Act of 1987 was only passed in 1989. Singh (2008) goes on to say that this is not only a problem for South Africa since other parts of the world experience the same problem. The graph below illustrates the growth of private security industry in terms of security guards from 2004 until 2013.

Figure 2.1: Growth of private security guards from 2004 until 2013



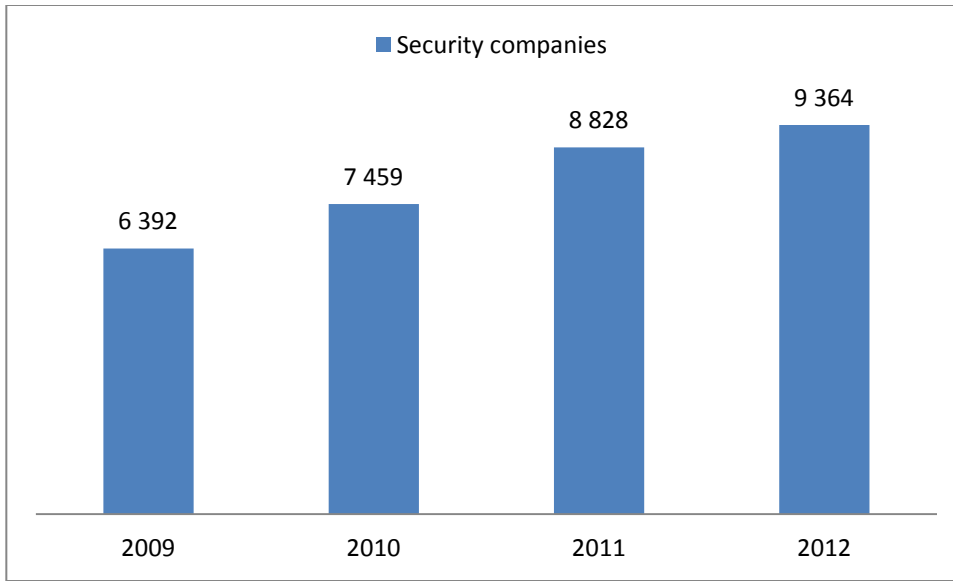
Sources: (PSIRA, 2004; PSIRA, 2010; PSIRA, 2012; & PSIRA, 2013)

The above graph shows that there has been a continuous growth of personnel in the private security industry from 2004 until 2013. The graph has two aspects: active guards; and active and non-active guards. Although the growth of private security industry in South Africa is acknowledged, there was a huge increase of 110 315 registered active guards during the period 2004 – 2009 and that of registered active and non-guards between the period 2009 to 2013. There might be contributing factors to this: the 2008 global recession might not have hit businesses immediately but a few years later. Consequently, businesses would resort to cutting costs and security operations are in most cases the most vulnerable to such exercises; and the PSI is heavily driven by dynamic technology and that impacts negatively on the security guards because users of private security end up reducing the number of security guards while resorting to security technology.

Another important aspect from the above graph is that of active and non-active security guards. During the period 2004 – 2009, there was an increase of 565 645 of active and non-active guards. The following period of 4 years (2009 – 2012) had an increase of 739 302.

This aspect had been increasing consistently. The period of 4 years was considered because the PSIRA statistics could not provide the 2013 statistics on this aspect as shown in the graph. The contributing factor to this consistent growth might be that many people prefer to train and register as private security guards and end up doing other jobs. The growth in numbers of private security guards is also determined by the growth in number of security companies as shown below in Figure 2.2.

Figure 2.2 Growth of private security companies from 2009 until 2012



Sources: (PSIRA, 2010; & PSIRA, 2012)

The above graph shows that the security companies have been experiencing continuous growth as well. All these security companies are the ones registered in the database of PSIRA. Nevertheless, PSIRA annual reports do not outline how many security companies from the ones they have in their databases are not operating according to the law and how many are genuine security companies. As a point of clarity, “fly-by-night” security companies are the security companies that render security services and are not complying with the law. It is difficult for PSIRA to detect legal and illegal security companies given the size of the private security industry and PSIRA workforce.

However, if PSIRA comes across a “fly-by-night” security company, it takes action such as opening a case with SAPS for illegal operation. It should be borne in mind that security companies operating illegally (without having registered with PSIRA) render their services to unsuspecting clients who do not know how to differentiate between the security company operating illegally and the one operating legally. It is because of this reason that the CEO of Security Industry Alliance, Mr Steve Conradie, indicated at one stage to the then Deputy Minister of Police, Mr Fikile Mbalula, that government of South Africa is contributing to the



problem because it is hiring security companies which are not registered with PSIRA to render security services in government (Mkhulisi, 2010).

According to PSIRA (2012:48), the personnel of PSIRA were totalling 232 from the top management to the lowest levels at contractors' level. Given the size of the industry and the numbers of personnel, one would argue that PSIRA is bound to have challenges in regulating and monitoring the big industry. This shows that PSIRA is not adequately resourced to deal with the industry that continues to grow in big numbers.

### **2.7.1 Inspections by PSIRA officials**

As stated above, one of the most important functions of the authority is to conduct inspections on the security service providers (security employees or security employers). During the period 2010, there were 6 971 inspections that were conducted. In 2012, there were 9 364 inspections that were conducted. This means that the number of inspections increased by 2 393 over two years. This is despite the fact that PSIRA, like any other organisation, had been faced with a problem of lack of resources and/or capacity. It is through inspections that irregularities in the security industry are detected. 'Fly-by-night' security service providers are also exposed and fined accordingly during this exercise. Not all the security service providers are inspected at any given year because they are too many. The criterion that PSIRA used to visit these few security service providers is not clear.

At the same time, it should be highlighted that the requirement to register a security business is that the authority inspectors should first inspect the security business before it can operate (Section 2 (b) and section 3 of PSIRA Act 56 of 2001). So, it is not clear if the inspections highlighted include such inspections or they are inspections that were conducted per annum at operating security businesses. Some of the reasons why PSIRA inspectors visit security businesses are that employees report to PSIRA the malpractice by the security employer such as not paying according to the Sectoral Determination 6 that is outlined under paragraph 2.9 below.

### **2.7.2 Course reports received**

PSIRA is also responsible for registering the courses of the security applicants (people who have trained as security officers and are willing to be registered in the PSIRA database as such). The reports of individuals are submitted to the authority after training is completed. To date there are different security Grades (Grade A – Grade E). Different security training providers are the ones that submit the course reports to PSIRA. Individuals may also submit to PSIRA their course reports after they complete training. The training options are different in that trainees may choose to train for Grade E – Grade C (three weeks) or from Grade E – Grade A (five weeks). Trainees mainly go for the former because the latter is higher in terms of the level. Grade E – Grade A is mainly done by people aspiring to become Security Supervisors or Managers. During the period 2010, there were 571 826 course reports that were received by PSIRA. In 2012, this number decreased to 350 256 (PSIRA Annual Report, 2012:21). It means that there was a decrease of 221 570. The reason for the decrease in the number of the course reports received by PSIRA is not clear because the security businesses and the security officers increased over that period. In fact, the number was also supposed to have increased because new people with the security course reports entered the system. No one is allowed to render security services without first registering with PSIRA. For one to register with PSIRA, security training is required. Grade E is the lowest security qualification and Grade A is the highest security qualification. Security officers may well do Grade E – Grade A but get a job as Grade C.

### **2.7.3 Cases opened with the South African Police Service**

It is PSIRA's duty to open a case for any security service provider who renders security service without adhering to the PSIRA rules. This is as a result of committing other criminal offences (for example, fraud or operating without having registered with the Authority). During the period 2010, there were 177 cases that were opened with SAPS and in 2012 the number of these cases increased to 240 (PSIRA Annual Report, 2012:16). There was an increase of 63 cases. It is proper for PSIRA to show sense of urgency in dealing with the private security organisations because there are rules that these security companies should adhere to in order to operate legally. It is one thing to lay the case with SAPS and it is the other to get a positive prosecution on a case. The PSIRA Annual Report (2012:16) does not clarify this important aspect of cases that are prosecuted successfully.

### **2.7.4 Firearms enquiries**

Firearms are very important in the PSI. In most cases, where crime is committed in South Africa a firearm is used. In some cases, criminals obtained these firearms from PSI. It is because of this reason that PSIRA is also exercising great care in handling firearm issue in the PSI. For example, in 2012, 13 arrests were made in relation to security officers not complying with the Firearms Control Act 60 of 2000 (PSIRA Annual Report, 2012: 16). Owners of security companies are concerned about the manner in which PSIRA is handling this issue because in their views, it seems that PSIRA is very slow (taking time to attend to the demand from the security industry regarding firearms) on this issue. In 2010, there were 1261 firearms enquiries (for example, applications from the security industry to be allowed to use firearms in conducting their businesses) made to PSIRA. In 2012, there were 1318 firearms enquiries made to PSIRA. In other words, there was an increase of 57 firearms enquiries over a period of two years. This shows that the security businesses do have genuine concern that PSIRA needs to address. Security businesses do need firearms in order to execute their functions effectively. The needs of clients of security services are diverse. Some of them need to be protected by armed guards and some of them do not prefer such protection because they feel that the security guards are more vulnerable when they are armed.

It will be problematic for security company owners to be delayed unnecessarily by PSIRA when they have to be allowed to use firearms in their businesses as required by their clients. If it happens that the clients need firearm services and the service provider cannot provide, they will move to the next security service provider.

## **2.8 FOREIGN OWNERSHIP OF SECURITY COMPANIES IN SOUTH AFRICA**

Another main problem that PSIRA is experiencing that is appreciating the concern in the PSI and PSIRA is 'foreign ownership of security companies' (Minnaar, 2007a:25). This aspect currently received a serious attention from government. For example, on 25 February 2014, the Minister of Police, Mr Nathi Mthethwa, briefed the South African Parliament that the manner in which the private security in South Africa is growing needed government to pay attention to it. The Minister alluded to the fact that the number of the members of South African Defence Force combined with the number of the members of the South African Police Service was around 270 000 compared to the number of private security officers which was said to be over 445 000 (Mnisi, 2014). The Minister acknowledged the role of the PSI in helping the police to combat crime. However, the Minister indicated that there was a need for the PSI to be effectively regulated as it happens in other countries, hence the Regulatory Private Security Industry Amendment Bill. The main concerns in the Bill were the following: ability of PSIRA to regulate the industry; the issue of the resources needed by PSIRA to regulate the industry; the issue of firearms in the PSI; security service providers rendering the security services outside the country; crimes committed within the PSI by some security service providers; and the growing number of security businesses owned by foreigners which the Minister aimed at reducing to 49% so that the local citizens could own 51%. The Minister dismissed the utterances that this action of reducing the foreign majority ownership would lead to job losses in the security industry (Mnisi, 2014).

PSI, like other businesses producing goods or rendering services, contributes to the economy of the country. It is subject to the laws of the country. The fact that the local citizens should be majority shareholders in the security industry in South Africa is not a new phenomenon.

In Brazil, in 2010, President Lula signed a provisional measure on this similar problem. In that measure, it was made clear that Brazilian companies should be given preference over any foreign company wishing to be involved in government procurement. During that time, it was also taken into cognisance that the local Brazil companies were at about 25% higher than foreign companies in terms of their price. The government of Brazil made it clear that all that the local companies needed to achieve was to contribute on job creation in that country (Brazil, nd: 42). Any foreign organisation that needed to do business with the Brazil government had to do so through the local organisation by way of becoming its partner. In Brazil, some of the organisations from the United States of America do struggle to do business because of this reason (Brazil, nd: 41). Security industry in South Africa has a few big foreign security companies. These security companies have employed many security officers (majority of them being black). Some of the security employees are local citizens and some of them are foreigners. One cannot rule out the fact that the majority of these organisations are white-owned (Gumedze, 2007:197). There is less female representivity in most security organisations. The apartheid legacy that was inherited in South Africa left the country with various problems such as, dominance of foreign organisations in the labour markets; exclusion of the black majority from the economy of the country; transformation issue whereby it is so difficult for private businesses, in particular, to recognise the fact that blacks are capable too. Some of these problems led the country to establish some legislations (for example, Black Economic Empowerment Act of 2003; Broad Based Black Economic Empowerment Act 53 of 2003; and Employment Equity Act 55 of 1998) that aimed at addressing these imbalances but still the country experiences them even in 20 years of democracy.

From the above-mentioned points, it is clear that one would find it easy to operate in the PSI because there are no strict regulations preventing people from doing so. In this case, even foreigners have an opportunity to operate private security companies in South Africa. It is known that private security help the police to combat crime though it does this for profit and only for paying clients. One would conclude that if this becomes the case, the security intelligence in the country becomes open to some form of threats. Some of these threats would be espionage related.

Any citizen of any country will have the interest of their country at heart. It will be easy for people operating their security companies in South Africa to advance the interests of their countries. It must be borne in mind that private security companies in South Africa have a privilege of sharing information, to some extent, with the police in an effort to curb crime. It should be taken into account that there are not only genuine security companies but there are 'fly-by-night' security companies as well, which could be attributed to the ineffectiveness of PSIRA. Some of the companies do not only avoid to acknowledge PSIRA as the regulatory authority but also other labour legislations available in South Africa (for example, Labour Relations Act No. 66 of 1995; Employment Equity Act No. 55 of 1998; Basic Conditions of Employment Act No. 75 of 1997; Occupational Health and Safety Act No. 85 of 1993; Compensation for Occupational Injuries and Diseases Act No.130 of 1993; Unemployment Insurance Fund Act No. 63 of 2001; and Skills Development Act No. 97 of 1998).

One aspect that is equally important in the PSI is the involvement of the trade unions. The conditions of work in South Africa still need to be addressed with the employers and trade unions are needed for this purpose especially in the PSI due to its lack of proper regulation.

## **2.9 SECTORAL DETERMINATION 6: 2010**

The employers of security officers use the Sectoral Determination 6 as a standard to follow to pay the employees. Areas and payments are outlined in the table below.

Table 2.1: Sectoral Determination 6: 2010 and 2013

Security Grade	Area 1:	Area 2	Area 3
	Alberton, Bellville, Benoni, Boksburg, Camperdown, Chatsworth, Durban, Germiston, Goodwood, Inanda, Johannesburg, Kempton Park, Krugersdorp, Kuils River, Mitchell's Plain, Nigel, Oberholzer, Paarl, Pinetown, Port Elizabeth, Pretoria, Randburg, Randfontein, Roodepoort, Sasolburg, Simon's Town, Springs, The Cape, Uitenhage, Vanderbijlpark, Vereeniging, Westonaria, Wonderboom and Wynberg	Bloemfontein, East London, Kimberley, Klerksdorp, Pietermaritzburg, Somerset West, Stellenbosch and Strand	All other areas not specified elsewhere
<b>1 SEPTEMBER 2010</b>			
Grade A	R3493	R3193	R2898
Grade B	R3046	R2779	R2577
Grade C	R2526	R2326	R2100
Grade D & E	R2354	R2153	R1956
<b>1 SEPTEMBER 2013</b>			
Grade A	R4077	R3728	R3383
Grade B	R3630	R3314	R3062
Grade C	R3110	R2861	R2585
Grade D & E	R2938	R2688	R2441

(SECTORAL DETERMINATION 6, 2010; & SECTORAL DETERMINATION 6, 2013)

Sectoral Determination 6 is divided into three categories of areas. Sectoral Determination 6 comes into effect from 1 September of every year. Other security businesses do pay their security officers according to the Sectoral Determination 6 and some of the security businesses do not.

During the time that the PSIRA inspectors are conducting inspections, among others, they look at this aspect in order to see if the security businesses do comply with the rules. Action is taken against security businesses that do not comply with the rules. In 2010, Grade A person in category of area 1 was earning R3493. In 2013, over a period of three years Grade A person in category of area 1 was earning R4077. This represented an increase of 16, 7%. All the grades experienced 16, 7% increase across the board over the period of three years. In 2010, a security officer with Grade A in category of area 1 earned R300 more than the one with Grade A in category of area 2. A security officer with Grade A in category of area 2 earned R295 more than the security officer with Grade A in category of area 3. Roughly, around the same estimates took effect in 2013. This means that the salary of a security officer who has Grade A differs from area to area. The main reason for this is that category of area 1 is deemed risky than area 2 and area 2 is deemed risky than area 3. The main shortcoming, however, is that crime is not only confined to the areas that are categorised under area 1. One may argue that the owners of security businesses would therefore take an advantage of this discrepancy and not pay their security officers accordingly since security salaries had always been a contentious issue in the security industry.

## **2.10 THE INVOLVEMENT OF THE MINISTER OF POLICE IN THE SECURITY INDUSTRY**

Since the Minister of Police is responsible for the PSI, his involvement is of critical importance. According to PSIRA Act 56 of 2001, sections 28 -30, the Minister of Police has a role to play in ensuring that the PSI is run properly. If PSI is not run properly, it makes it difficult for the police to fight crime effectively because some of the security officers are involved in crime. Among some of the Minister's roles are (Section 28 of PSIRA Act No 56 of 2001): to consult with the Council of PSIRA in order to prescribe the Code of Conduct that the security service providers (employers and employees) should adhere to at all times; the code of conduct should have rules which are binding to all security service providers; compliance to all the standards forming trustworthiness and professionalism of the security service providers; obligations of the security service providers towards the State, authority and consumers of PSI; to ensure that the payment of the minimum wages are complied with in the security industry so as to prevent exploitation of the security officers; and to publish the



Code of Conduct in the Government Gazette and then allow time for comments from the members of public in a period not less than four weeks.

## **2.11 SECURITY ASSOCIATIONS**

Irish (1999:17) points out that in 2007 there were about 22 security associations in South Africa. These security associations were representing the interests of the security industry. These associations represented the security equipment manufacturers, some security employers, while other represents the training side of private security. The following are some of the associations: South African Institute of Security (SAIS), South African Security Association (SASA), Electronic Security Distributors Associations (ESDA), Fire Detection Installer Association (FDIA), Security Services Employers' Organisation (SSEO), Security Industry Alliance (SIA), Security Industry Association of South Africa (SIASA), South African National Security Employers Association (SANSEA), VIP Protection Association of South Africa (VIPPASA) and Electric Fencing and Components Manufacturers Association (EFCMA). These security associations help to support smooth running of the security businesses of their members. In this case, the level of service rendered by member security business should always be in line with the association's requirements since they are obliged to abide by its rules and regulations in order to continue to be members in the organisation.

## **2.12 PROFESSIONAL BODIES IN THE SECURITY INDUSTRY**

Professional bodies in the security industry exist for good reasons in various parts of the world. Among their objectives are to: promote professional practice in the industry by the security practitioners; and to ensure that ethics are upheld in the security industry (Oliver & Wilson, 1968:3). To date, South Africa has no Professional Security body that is recognised and that helps to regulate the security industry. Where there are Professional Security Bodies in the world, organisations or individuals may apply to become members. These bodies are normally not connected to any political organisation and are not even unionised (Oliver & Wilson, 1968:3). The reasons for existence of the professional bodies in the security industry are still relevant today. PSIRA is only there for regulating the security industry and there is a high need for a security professional body in South Africa. Although there are talks in the

security industry of such formation, it might take time though for the professional body to be in place.

### **2.13 THE RIGHT TO STRIKE BY PRIVATE SECURITY**

There is no law in South Africa that prohibits private security employees to go on strike. The Constitution of the Republic of South Africa, section 23 (2) (c) states that every worker has the right to strike. Although their services are important in terms of protecting private property and/or private people, it is not desirable for them to go on strike. The reason for them not to go on strike is that, like any other protestors, they resort to killing their colleagues who have decided not to go on strike; public members who use their services are not protected and crime escalates during that period because employees want to prove that they are needed and should therefore be paid as they request (Berg, 2007:5). According to Berg (2007:5), a massive strike in 2006 by the South African Transport and Allied Workers Union (SATAWU), which is affiliated to the Congress of South African Trade Union (COSATU) went on strike over the wage increase that lasted for about three months. Berg (2007:5-6) goes on to say that this strike indicated the importance of the PSI, hence the industry needed to be recognised as a role-player in crime reduction.

### **2.14 CONCLUSION**

This chapter gave an overview of private security in South Africa. It has explained how private security started as an unregulated sector in South Africa. Regulating the PSI in South Africa was seen as a matter of urgency when the PSI experienced growth. SOB that came into being regulated the entire industry including the training aspect but it had its own shortcoming because it was mainly looking at the interests of the employers. The security grades were put into practice and all security officers were expected to register with the SOB when rendering security services. The grades ranged from Grade E to A. Sectoral Determination 6 was also looked at as a standard to be followed by the security employers to pay the security employees. Different areas are categorised differently in this security wage standard (PSIRA Annual Report, 2010).

Other legislation called PSIRA Act evolved during 2001 to review the then SOB. There are still challenges experienced by PSIRA, for example, non-compliance by security service providers, security service consumers and government. It was agreed between PSIRA and SASSETA that the latter would completely take over training aspect of security industry since it was initially responsible for quality assurance of security training (Minnaar, 2007a:59). In this regard, PSIRA was supposed to stop the grades system at some stage. Security associations were also discussed in this chapter and their roles in the security industry were highlighted. It was explained that some of the associations represented security employers such as the ones rendering guarding services and some associations represented manufacturers (such as the ones manufacturing security products such as CCTV camera surveillance systems or alarm systems).

## **CHAPTER THREE**

### **PRIVATE SECURITY INDUSTRY AND ITS REGULATORY CHALLENGES: COMPARATIVE STUDY**

#### **3.1 INTRODUCTION**

Reiss (1995: 9) points out that, in most cases, research that is conducted on crime prevention is mainly based on the philosophies and perspectives of a specific society. Reiss further states that there is little evidence of the research that shows the cross-national crime prevention. It is because of this reason that comparative studies on crime prevention remains key and present an interest that enable different states to solve crime problems through lessons learnt from others. One is mindful of the fact that crime risks are different from one area to another. In addition, Reiss (1995: 9) asserts that criminologists tend to concentrate more on the assessment of risks and the models dealing with crime reduction in an effort to change or reduce the chances of committing crimes. It is in this light that the understanding of the crime risks and crime reduction is seen to be within the competence of private security and the public police. This shows clearly that PSI is a strategic stakeholder in crime prevention.

Reiss (1995:9) states that every time when people talk about private security they think immediately about it as human beings (security personnel) and overlook the security technology aspect that the PSI use to advance their role in crime reduction. At the same time, other individuals are of the opinion that crime prevention is the sole responsibility of the public police as they carry out their constitutional mandate. This does not exclude the enlistment of the private security by individuals who feel that the protection provided by the police is not enough.

Lee (1995:61) states that crime has been on the increase throughout the whole world from the end of World War II. This has prompted alternative methods of crime prevention such as the use of private security. Skogan (1995:75) states that in the United States of America (USA), the study was conducted about crime prevention by public police and 60% of the respondents indicated that they had confidence in the police and the same percentage stated that the police were doing a good job. Burstein (1994:12) is of the opinion that the public police's role in crime prevention needs some form of assistance from private security due to the fact that the

public police mainly use two theories in crime prevention, namely, crime detection and visible policing which proved to be reactive in dealing with crime. Burstein further states that most states would attribute the use of these methods to the limited resources that the police have at their disposal.

This comparative study is designed to show how private security companies are used in different regions such as Southern African Development Community (SADC), European and Asian in crime reduction. This will also indicate how these private security companies operate in the different countries of these regions.

### **3.2 THE IMPACT OF PRIVATE SECURITY INDUSTRY IN CRIME REDUCTION: SELECTED SOUTHERN AFRICAN DEVELOPMENT COMMUNITY COUNTRIES**

Around late 1970s, some of the Southern African states cooperated on economic issues and signed a MOU in 1981 where they adopted their cooperation (Treaty of the SADC, 1992). This cooperation was called “Southern Africa: Towards Economic Liberation”. As a result of this cooperation, in 1992, Southern African Development Community (SADC) was established with the aim of ensuring common security to the region. The member states of SADC are the following: Angola; Botswana; Democratic Republic of Congo; Lesotho; Malawi; Mauritius; Mozambique; Namibia; Seychelles; South Africa; Swaziland; United Republic of Tanzania; Zambia; and Zimbabwe (Treaty of the SADC, 1992).

For the purpose of this study, five of the SADC countries (Swaziland, Botswana, Democratic Republic of Congo, South Africa and Lesotho) are looked at in terms of the role of private security in crime reduction. This, of course, is in comparison to other countries (for example, other European countries and Australia) in different parts of the world. The reason for choosing these countries is that they have private security system that is similar to that of South Africa. In this case, it will be easier to draw international benchmark between South Africa and them.

SADC countries have different security challenges facing their security sectors. According to African Public Policy and Research Institute (2011:12), the security sector consists of, among others, the state and non-state actors providing security for protecting people and their belongings. A country such as Botswana is classified under countries with stable

democracies; a country such as Democratic Republic of Congo is considered post conflict and still continue to face such situations whereby they experience intervention internationally; a country such as South Africa is considered to be a young democracy; and a country such as Zimbabwe is having an on-going political challenges (Hendricks & Musavengana, 2010:3-4).

The PSI in becoming more popular to rendering security services to countries which are bothered by internal conflicts such as civil wars since their clients range from the rebellious organisations to the despotic states leaders (Bosch & Maritz, 2011:72). This makes private security personnel employed by these security companies to be in the forefront of conflicts which makes them vulnerable and the situation urges them to be armed as well (Bosch & Maritz, 2011:80). This poses a question on the boundaries of the PSI and their possession of firearms in the public space.

SADC made efforts through Article 12 (SADC, 2001) that member states urge to come up with an awareness programme of motivating members of the public to surrender their firearms for destruction and get compensated or get immunity for having been in possession of weapons. This was also aimed at minimising the number of firearms which were in public and were used to commit crime among others. These firearms were found to be mainly used by the organised criminals to commit organised crimes.

### **3.2.1 Organised crime in SADC region**

Organised crime is understood to be used generally across SADC region by organised groups to commit criminal activities (Gastrow, 2001:14). Gastrow (2001:4) states that it is difficult to get the information that is accurate and adequate on organised crime in SADC region even though the problem continues to bother the region because most of the SADC countries lack resources to combat crime and more so organised crime that is prevalent. Gastrow (2001:5) goes on to indicate that organised crimes that are mainly problematic in SADC region are, among others, armed robbery; vehicle theft and hijacking; smuggling of firearms; and dealing with counterfeit notes. The study by Gastrow (2001:5) about organised crime in SADC also revealed that South Africa and Nigeria facilitate the spread of the organised crimes into SADC region.

South African citizens threaten Southern African countries such as Botswana; Zimbabwe; Zambia; Tanzania; Lesotho; and Namibia while Nigerian citizens threaten the countries such as Lesotho; Swaziland; South Africa; and Zimbabwe. The mere fact that organised crime affect the general safety and security needs of people and organisations alike encroaches on the domain of the private security as well.

### **3.2.2 Private security in Botswana**

According to Hendricks and Musavengana (2010:49), in 2010, Botswana had about 789 private security companies registered with the Office of the President as it is a requirement to operate a security company in that country. Of the 789 private security companies, only 150 of them were actively rendering security services. These private security companies are offering their services to the people who afford them such as business people who use them to protect their organisations in an effort to augment the protection offered by the police.

Botswana Police Service (2014: np) indicates an increase in certain crime categories such as murder, armed robbery, rape and theft out of motor vehicle. Despite the fact that Botswana is still having a death penalty for murder in terms of the Botswana Constitution 1966 (as amended in 2006), it seems as if this does not provide sufficient deterrent. Botswana Police Service (2014: np) indicates that incidence of murder increased from 87 in 2012 to 91 in 2013. The International Federation of Human Rights (IFHR) (2007:18) states that although it is difficult to get the exact statistics of the people who are executed in Botswana, reports indicate that since its independence in 1966, Botswana executed 38 people and the last execution was done on 01 April 2006.

Armed robbery increased from 512 incidences in 2012 to 660 incidences in 2013 (Botswana Police Service, 2014: np). It is important to note that some of these crimes are not only committed by the citizens of Botswana. They are also committed by the people from neighbouring countries such as Zimbabwe and South Africa. A classic example is that of four Zimbabweans and one Botswana citizen who robbed a filling station in Mogoditsane in Gaborone of undisclosed amount of money (Staff Reporter, 2013). It is in cases like this that the role of private security can be employed to help businesses combat crime as the provision of individualised security falls outside the scope of the police.

Mukumbira (2004:np) states that the increase of rape in Botswana is attributed to the myth that sexual intercourse with a virgin cures HIV/AIDS. This myth led to 34 children between the ages of six months and seven years being raped in Botswana in 2004. This clearly poses a serious threat to the personal safety and security needs in Botswana. Botswana Police Service (2014: np) indicates the incidence of rape has increased from 684 in 2012 to 707 in 2013.

Theft out of motor vehicle is also on the increase with 114 incidences in 2012 to 125 incidences in 2013 (Botswana Police Service, 2014: np). This is the crime that largely happens at the shopping malls and due to the sophistication of the criminals; it is committed within a very short period. A research conducted by Spies (2012: np) in South Africa indicates that it takes about 10 seconds to steal from the vehicle parked at places such as shopping malls. The omnipresence of security personnel and the availability of CCTVs could go a long way in preventing and deterring potential criminals from committing this crime.

### **3.2.3 The Private Security in the Democratic Republic of Congo**

According to Democratic Republic of Congo (2008:69), in 2007, the population of the Democratic Republic of Congo (DRC) was estimated to be 62 636 000 and this country has been exposed to civil wars for some time. It has some mineral resources such as diamonds, gold, tin and cobalt. Corruption and rape are some of the prevalent crimes and in 2008 alone, there were more than 120 000 reported cases of rape (Democratic Republic of Congo, 2008:69). This is the country that has a history of about 120 people dying every day due to civil wars. Democratic Republic of Congo also made history when President Joseph Kabila took over presidency at the age of 29 after his father was killed in 2001 (Democratic Republic of Congo, 2008:70).

The internal conflict that has been in existence for some time in the DRC led to the recruitment of children (boys and girls) under the age of 18 to join armed forces. This is despite government that forbid this (Child Soldiers International, 2014:2). According to Twum-Danso (2003:12), there were more than 300 000 child soldiers around the world in 2003 and 120 000 of these soldiers were in Africa. This is despite the adoption of the United Nations Convention on the Rights of the Child in 1989 forbidding member states in the recruitment of child soldiers (Twum-Danso, 2003:13).



This complicates crime and criminality in SADC region as children are exposed to the hard realities of the fighting factions which tend to be accompanied by atrocities committed against the general public. Crimes in this situation also tend to be complicated by the inadequately trained and poorly resourced police forces (De Goede, 2008:40). These makes citizens to feel unsafe and those who can afford turn to the private security for protection.

According to De Goede (2008: 40), DRC does not release crime statistics. As a result, criminal activities could not be analysed based on official crime statistics like in those countries where the police do release official crime statistics. The main focus of the country is on the treatment of the public by the police and the army. Although there are security companies, De Goede (2008:42) states that, in 2008, there was no reliable data on the registered private security companies. According to the available data by then, there were about 45 security companies that employed to about 25 000 security personnel. Most of the private security companies were mainly rendering security services to urban areas while DRC itself is constituted by huge rural areas (De Goede, 2008: 42). This could be attributed to high crime rates in urban areas in contrast with low crime rates in rural areas as it is the case in many other countries. The main function of security companies in DRC is crime prevention through patrolling of the facilities; monitoring of alarm systems and armed response; responding to accidents scenes; render first aid where it was needed; and to offer transportation to the health facilities (De Goede, 2008:43).

The markets for PSI for the Congolese are bleak because the users of the private security service providers prefer the services of the international security companies rendering the security services in DRC from areas such as South Africa, Israel and Lebanon. This trend is mainly followed by most of the users of the private security services around the world because they tend to have the view that the foreigners render quality services as compared to local security service providers. This, in some instances, creates a problem in the PSI because somebody might have committed crime in his/her country of origin and move to the next country where he/she is unknown and became a security officer.

### 3.2.4 Private Security in Swaziland

According to Simelane (2007:152), Swaziland had a population of just over one million people in 1997. It also experienced crime levels that could not be left to the police alone, and this consequently led to the evolution of the private security as it is the case in many other countries. The private security is also used by the private and public institutions even though according to Simelane (2007:152), the country had not been exposed to a high level of crime as compared to other countries in the continent.

Swaziland also experiences crimes such as murder, armed robbery, rape, car hijacking, as well as house breaking and theft (Royal Swaziland Police Service Annual Report, 2011:16).

**Murder:** While the right to life is upheld in Swaziland, according to section 15 (2) and (3) of the Constitution of the Kingdom of Swaziland Act No. 001 of 2005, the death penalty is not obligatory for murder, but the sentence which can be imposed for committing this crime may not be less than 25 years. Looking at the levels of this type of crime, one would conclude by saying that Swaziland, like South Africa, has a weak legal system in terms of deterring this type of crime. However, this does not suggest that if for example, there was a death penalty in Swaziland or South Africa then we would experience decline in this type of crime. For example, in Botswana there is death penalty but murder is still committed. **Armed robbery** is one of the violent crimes that Swaziland has prioritised (Royal Swaziland Police Service Annual Report, 2011:16). It is almost in the same situation like South Africa where robbery is classified as a priority crime.

**Rape** is one of those crimes that remain consistently high over the years in Swaziland (Royal Swaziland Police Service Annual Report, 2011:16). Royal Swaziland Police Service Annual Report (2011:28) indicates that there have been a few avenues of combating this crime such as establishment of children's court and some safety campaigns at schools since this crime mostly affected young girls and adults. **Car hijack** is fairly low in Swaziland and Bhembe (2009: np) states that perpetrators appeared to target motorists who are driving alone at night in certain parts of the country. One of the victims indicated that the thieves would throw objects out of their moving vehicle, when they overtake the potential victim, which would damage the tyre of the vehicle and by the time the victim stops the vehicle he/she will be hijacked.

Some of the vehicles from Swaziland were hijacked when entering or leaving South Africa (Bhembe, 2009: np). On the other hand, **House breaking and theft** seems to be fairly high in Swaziland (Royal Swaziland Police Service Annual Report, 2011:16). Although items that get stolen vary, the stealing of copper wires happens to be the one that has a major financial impact. According to Dlamini (2010: np), suspects were arrested in possession of copper wire at the value of E139 647 (E stands for Emalangeni – Swaziland currency). The perpetrators were selling the goods at the scrapyards which they pointed out when police needed to know which scrapyards were involved. During 2010, copper wire to the value of E50m was stolen (Dlamini, 2010: np).

One can infer that crime incidents like the ones mentioned above and the inherent limitation of the police that they could not be in all areas at all times necessitates the additional safety and security needs that is provided by the private security companies. It was during 1930s that private security got involved in the safety and security needs in Swaziland and the first security company called Swaziland Security Services started operating in 1970, the second security company called Guard Alert started operating in 1981 (Simelane, 2007: 155).

The need for private protection by citizens in Swaziland, like in other countries such as South Africa and Botswana, also has its challenges because only those who can afford paying the private security services can use them (Simelane, 2008:599). In this case, it is made clear that people at urban areas can pay for using private security services and people in rural areas of Swaziland do need protection but they resort to Community Forums by volunteering to render their services free of charge just for them to be protected.

Simelane (2008:599) further states that in 1968 when Swaziland got independence and ruled by the monarchy, until to date, they used the same private security system which was used by their predecessors. This indicates that the evolution of the PSI is mostly as a result of some form of private protection that can be given by the PSI as it falls outside the ambit of the police.

#### **3.2.4.1 Growth of Private Security Industry in Swaziland**

In 2007, there were around 50 security companies employing 2 500 security offices in Swaziland (Simelane, 2008:605). Simelane (2008:599) further states that the PSI in Swaziland is also growing at a fast pace even though there are problems with its effective regulation such as lack of guidelines on operating or registering the private security company. To run a security company requires one to register with the relevant security authorities so that it complies with all the requirements for operating such specific security company. This helps because there are expectations within which the security service provider should conform, failing which the security company is deregistered

The issues of regulation of the private security are not confined to Swaziland alone because they do not have legislative framework in place to regulate the PSI. Even in South Africa, there are still regulation problems such as the failure of the regulating body of the PSI to prevent people operating without registering with the relevant security authorities. Unlike South Africa, the challenge in Swaziland is that the PSI is under researched and does not have a regulating body (Simelane, 2007:153). This makes it difficult to compare sufficiently the role of PSI in crime prevention in Swaziland to that of South Africa because the statistics are mainly estimated from Swaziland (as it is the norm with the countries which do not have legislation in place to regulate the PSI such as Zimbabwe and DRC). Be that as it may, no one can deny the role of PSI in crime prevention in Swaziland. Other countries such as Australia, UK and USA also have challenges in as far as issues around PSI are concerned. Such issues include, among others, misconduct by security personnel and, to some extent, the security employers.

#### **3.2.5 Private Security in Lesotho**

Lesotho, like other SADC countries and other states in the world, has experienced a problem where the members of community lost confidence in the police in terms of crime prevention (Dzimba & Matooane, 2005: 4). Anon (2006:2) puts it clear by saying policing is a blame oriented profession.

This means that whatever efforts the police make, the society will always have their own views about it. Be it against the situation where there is lack of resources or not. On the other

hand, Anon (2006:6) points out that the society is also contributing to the poor police work because the same members of the society are the ones selling alcohol to the members of the police who are on duty.

Stock theft is one of the crimes that are high in Lesotho. According to Dzimba and Matooane (2005:4), stock theft is committed by groups of criminals who are organised across the borders of Lesotho. This is another area that necessitates the utilisation of the private security by those people who can afford to protect their livestock. Police are blamed for their failure to prevent stock theft as more and more stock owners fall prey to this crime. Anon (2006:14) indicates that some of the crimes that are also identified as problematic in Lesotho are murder, armed robbery, fraud and sexual offences. However, Lesotho does not release crime statistics for the public scrutiny and if one needs any crime statistics, he/she has to follow a formal request procedure to the authorities. The Constitution of Lesotho is used as the basis on which safety and security of citizens is guaranteed. Additional tool in this regard is the Police Act No. 7 of 1998 which allows the Lesotho Mounted Police Service (LMPS) to maintain law and order, to protect persons and property, to arrest all the offenders and bring them to the court of law. Anon (2006:20) states that there are other private stakeholders such as business, non-governmental organisations and academics that help the police to combat crime in Lesotho.

The PSI does operate in Lesotho to help the police to combat crime. There is also the Private Security Companies Act No.11 of 2002 that regulates the industry. Be that as it may, the PSI is not effectively regulated in Lesotho because the compliance is not enforced efficiently (Anon, 2006:2).

### **3.3 THE ANALYSIS OF THE PRIVATE SECURITY IN SELECTED SOUTHERN AFRICAN DEVELOPMENT COMMUNITY COUNTRIES**

South Africa, Botswana, Democratic Republic of Congo, Swaziland and Lesotho are good examples from SADC countries with different crime challenges and different security setups. It is important to note that some countries are unstable politically, and some countries are stable in terms of peace and security. Of great concern is when children under the age of 18 are forced to participate in civil wars.

The challenges facing the SADC countries are not unique to the region. PSI in various parts of Africa (for example, Central Africa, West Africa and Eastern Africa) has different challenges such as lack of continental legislative framework; private security services are rendered by foreign nationals who are not properly screened by the PSI; and other countries recruit private security personnel and expose them to the front lines of conflict zones (Gumedze, 2006: v). According to African Public Policy and Research Institute (2011:13), it is always a norm to ensure that the security sector in the country is regulated through the Constitution and other security laws governing the country. Security practices and standards should also be formulated in line with these legislative frameworks.

South Africa has proved to have a sound piece of legislation that regulates the PSI. Lessons learnt from UK, whereby Scotland and Northern Ireland have used the UK Private Security Industry Regulatory Act of 2001 to regulate PSI in Scotland and Northern Ireland, can be applied by SADC countries by using the South African piece of legislation (Private Security Industry Regulatory Authority Act 56 of 2001) to regulate the private security. This should take into consideration legislations that are in place in different countries to suit the PSI in their respective localities.

The crime levels do not necessarily need to be too high for PSI to be involved in crime reduction. Bearpark and Schulz (2007:73) state that private security in Africa has an important role to play in combating crime because where the state cannot reach, the private security is available for protection but at a price to be paid by the user of the service. In this case, some people from the community cannot access private security services because they cannot afford to pay for the services. As Gumedze (2007b:3) asserts, one thing that can be guaranteed is that “private security is here to stay”. Ndlovu-Gatsheni (2007:17) concurs with this statement but goes on to say that private security services are viewed today as the tasks which used to be rendered by the police and the military members from government point of view.

Security challenges in countries that are in conflict in Africa are complex because they are mainly in the form of “warlordism” that comes as a result of the failure of State to protect the

citizens and ordinary citizens are becoming more vulnerable (Asmal, 1999: viii). The main concern about PSI in Africa is about regulating the PSI itself. This is so because if the industry is not regulated then there will be no control over it (Bearpark & Schulz, 2007:73).

Gumedze (2007b:4) states that PSI renders their services in two forms: private security companies and private military companies. The latter is quite prominent in the regions that are troubled by civil wars; for example, DRC, Sierra Leone, Sudan, Liberia, Angola and Mozambique (Gumedze, 2007b:5). De Nevers (2010:221) states that self-regulation is not only a problem in private security companies but also in private military security companies.

De Nevers (2010:223) further points out that another way of ensuring that there is regulation in the PSI is to establish associations helping to regulate the industry. In this way, all the members of specific associations will be compelled to adhere to the code of good practice governing that association and therefore their members. In South Africa, there are associations which are dealt with in previous chapters. In the UK and USA, there are also associations in the PSI.

### **3.4 PRIVATE SECURITY INDUSTRY IN AUSTRALIA**

The manner in which PSI has been established around the world had almost a similar trend. It first starts with the police being unable to provide the safety and security needs to the satisfaction of most people. Australia shares such similar basic formations as well. Another important observation is that where the PSI gets involved in helping the police to combat crime, their numbers tend to be more than that of the police. Prenzler, Earle and Sarre (2009:3) further indicate that in 2006, there were 44 898 police officers while the number of private security personnel was at 52 768. During the same year (2006), the population of Australia was at 19,855,288.

During the period between 1980 and 2005, Australia experienced a situation where the PSI was faced with malpractice and unacceptable conduct from the part of the security personnel such as violation of human rights; employing security personnel with criminal records; and employing untrained security personnel to render security services.

This brought the reputation of the PSI into disrepute and led to the Australian government establishing the regulation framework for the PSI (Prenzler *et al*, 2008: 403). In South Africa, an example of such bad conduct by the PSI is a security officer who made headline news by assaulting the woman who was alleged to have stolen from the shop. The Director of PSIRA, Mr Manabela Chauke issued a media statement in 2013 condemning such acts. He appealed to the public who witness such actions to report them to the SAPS and PSIRA. These actions will then be investigated as they are in contravention with PSIRA's practice and the human rights as outlined in the Bill of Rights of the Constitution of the Republic of South Africa (Zuma, 2013:np). That is why it is important that PSI has some Code of Conduct that outlines how the private security guards and security employers should conduct themselves.

Prenzler and Sarre (1998:6) indicate that the PSI in Australia has been faced with challenges such as the poor training of the security officers, bad recruitment methods, poorly paid security officers, and bad working conditions. These examples are also applicable in the PSI in other parts of the world such as in the UK and in the USA.

### **3.5 PRIVATE SECURITY IN UNITED KINGDOM, UNITED STATES OF AMERICA AND EAST ASIA**

The trends in terms of the emergence of private security in different countries is dealt with in the below sections.

#### **3.5.1 The Private Security in the United Kingdom**

Gilling, Hughes, Bowden, Edwards, Henry and Topping (2013:327) state that the United Kingdom, Britain and England is used interchangeably by different authors in their studies. The same will apply in this study. According to Fischer and Green (1992:8), Sir Robert Peel's concept of metropolitan police became a standard to lay a foundation of law enforcement in both the UK and the USA.

Fischer and Green (1992:8) also state that in 1822, Sir Robert Peel, the then Home Secretary in the Lord Liverpool's Tory Cabinet, in the UK, came out with a plan of a professional police force.



This passion by Peel, according to Green and Fischer (1992:8), was motivated by the then Irish Affairs Secretary by reforming the Irish Constabulary (which was also known as Peelers) that aimed at decentralising the police force and in that process, making the community members to come up with their own plans in fighting crime in their communities.

South (1988: 21) states that in 1926, a businessman called Arnold Kunzler initiated an organisation that he named Machinery and Technical Transport (MAT). This organisation was in fact performing security functions but the word 'security', as it is the case with any security aspect, had to be disguised with the use of the word "technical". The reason for this was that any security dealings had to be protected so that adversaries could not know of it because they could easily work against the security setup. This organisation was mainly rendering the following services: safeguarding goods such as cash, property, courier services, protect goods in different transport means such as road, rail and air. In 1988, the MAT was still operating in the UK as an international security company (South 1988:21).

Wakefield (2003:18) states that access to the mass private property led to the lawful owners of the property to protect their property and strengthened the need for private security services. The use of private security service gives the owner of the property what South (1988:16) calls the private peace. In relation to this, South (1988:20) gives further clarity that the general strike which took place in 1926 caused the employers of 'The Times' newspaper to appoint some of their own employees to act as security guards (in-house security) in the way that they should protect the vehicles that would load or deliver newspapers where they were supposed to be delivered. This point is emphasising that the onus was on the owner of the company to protect their own property as Wakefield (2003) points out.

Another security initiative in UK was established in 1935 by Marquis of Willingdon and Henry Tiarks so as to render patrol services through the Night Watch Services Limited. These security services were mainly rendered to protect the properties against any form of violence by those targeting them (Johnston, 1992a:19). Johnston (1992a) further states that this security company only employed 15 security officers at the time. The security officers were given bicycles which would enable them to do their patrols by moving from one area to another quickly.

In addition, the security officers were also provided with whistles to blow when seeing the crime being committed in order to get support and to deter the culprit. This situation is still applicable to-date in the suburbs of Johannesburg. It is mainly prevalent in areas such as Rosebank, Sandton, Parkview and others. The security officers are mainly seen riding their bicycles to patrol the streets where they are posted. The only difference with the ones seen in the streets of Johannesburg suburbs is that they are also provided with the panic buttons, pepper fog sprays, baton sticks and two-way radios and all these are not mentioned in the equipment held by security guards during the early period of security officers using bicycles to patrol. The author made these observations while passing the areas involved in April 2013.

The Night Watch Services Limited saw the need to change their name to Security Corps since they were of the opinion that they were not trading well under their previous name. They then had to register the organisation with the Home Office and because they were made to think that their new name was too militaristic, the name was then again changed from Security Corps to Securicor (Johnston, 1992a:19).

### **3.5.2 The Private Security in the United States of America**

The same model of policing that Peel initiated in the UK was followed in the USA. The only difference was that in the USA they experienced problems such as refusal of officers to wear uniform and they possessed firearms too quickly as opposed to the UK, where the model was initiated (Fisher & Green, 1992:10). This gave birth to initiatives such as the use of private security to ensure safety and security of the property and persons.

Of critical importance, Fisher and Green (1992:9) point out that the development of private security in the USA followed the same path as that of other countries such as England. This initiative by Sir Peel was built on the good work of appointing the first Constable who enforced the law in Jamestown, Virginia, in 1607 and the Constables became popular as law enforcement agencies in the USA in 1800s (Nemeth, 1989:5). Fischer and Green (1992: 10) point out that the American police institutions during the 19th century period were ineffective, ill-trained and corrupt.

This immediately triggered the need of the private security as crime prevention stakeholders, among others. Burstein (1994:1) points out that the first amalgamated police department was said to be in New York City in 1845, followed by the St. Louis Metropolitan Police Department in 1846 and by then there was still no use of private security services in the USA. According to Burstein (1994: 2), the evidence that is available suggests that the use of private security in the USA started in 1855 when Allan Pinkerton of the North West Police Agency provided contract services for protecting the railroads in the country. Pinkerton was rendering services through using the night watchmen to protect the railroads. This was done on a fee that was charged from the clients. The second organisation to render private security service in the USA was “The William J. Burns Detective Agency” in 1909 (Burstein, 1994:2). In terms of the alarm services, as another form of private security services for helping in crime prevention, the first burglary alarm company was established in 1858 by Edwin Holmes followed by American Daily Telegraph (ADT) in the year 1874 (Burstein, 1994:2; Fischer & Green, 1992:10). This important aspect of private security is that it brings to the fore another critical point that makes PSI more effective because PSI uses technology to enhance their capability in helping the police to combat crime. It is because of this reason that physical security and security technology are also utilised by the police themselves to overcome some of the crime threats that might be identified either in crime detection or crime deterrent.

During the early ages of policing in USA the police were not able to handle the strikes as it was expected of them. In this regard, South (1988:20) states that in 1939 (during the Second World War), the State also saw it proper to utilise the private security services by employing people to perform security services which, even after the Second World War, strengthened the concept of in-house security in government and this still applies today across the world. While the practice of in-house security was found to be effective, other employers viewed it as very expensive (since human services were used) and resorted to another principle of ‘rent a guard’ while changing the focus to the security technology that could be used (South 1988:20). This aspect brings to the fore an important point of integrating security systems for better protection. This security integrated system is still applicable today.

### **3.5.3 The Private Security in East Asian: Taiwan**

Some of the East Asian countries have also a similar trend in terms of how private security emerged. For example, in Taiwan, the emergence of private security dates back to the 17<sup>th</sup> century (Sheu, 19995:183). Private security services were utilised in different ways such as hiring people to render escort services in the transport that would deliver clothes to the point where they were required. In this regard, business people saw a great need to hire people for this specific function. In some instances, people who did martial arts were given an opportunity to render escort services to the people who were scheduled to write their examinations so that at the end these people should be employed in the public sector (Sheu, 1995:183). In 1978, the first security company called Taiwan Secom was formed. Taiwan, like many countries (such as South Africa, UK and USA) experienced a phenomenal growth of security companies from the 1980s (Sheu, 1995:184). Between the periods 1978 and 1991, there were 15 private security companies that were formed in Taiwan. During the same period, there were about 4 688 security officers while the number of the police officers was estimated at 4342. Similarly, this picture already conforms to the international trends in terms of the number of private security personnel against the number of police officers, which the norm indicates that the number of private security personnel is always higher to that of the police.

Information on the early establishment of PSI in different countries is available in most cases but it is not so reliable (Johnston, 1992a:71; Shearing & Stenning, 1981:198). This statement is also applicable to the South African situation because it was only made better after the second phase of regulating the PSI in the 2000s. It is mainly attributed to the fact that the PSI is an industry that begins with self-regulation with the focus on private citizens (including their private property) and it is only when it grows that it prompts a need for official regulation. It is only after it is regulated that the statistics are arranged by the regulating body. South (1988:23) also points out that this unreliability of information about development of private security is mainly linked to its phenomenal growth.

### **3.6 REGULATING PRIVATE SECURITY INDUSTRY IN THE UNITED KINGDOM**

Private security industry in the UK is currently regulated by the Security Industry Authority (SIA). The main roles of SIA are to regulate the industry by getting rid of criminals from the

security industry and to ensure that the PSI operates within the set standards and practices (Security Industry Authority Annual Report and Accounts, 2012:1). The SIA regulates the PSI as stipulated by the PSI Act of 2001 and they report directly to the Home Secretary. The regulation of the PSI under this Act also covers areas such as Scotland and Northern Ireland (Security Industry Authority Annual Report and Accounts, 2012: 1). In this regard, the SIA consults with the Scottish government in terms of their legislative framework so that they can be properly accommodated in the regulation of the PSI. The fact that the SIA had to cater for other areas had its own problems because there was a delay in the implementation of the Private Security Industry Act in Scotland in 2007 since the Act came to being in 2001 (Security Industry Authority Annual Report and Accounts, 2007:7). The reason for the delay was that the Act had to be rolled out in UK first and then at a later stage to cater for Scotland. The SIA also had to consult with the Northern Ireland so as to accommodate them since regulation in Northern Ireland had to begin in 2009 (Security Industry Authority Annual Report and Accounts, 2008:6).

Introducing regulatory framework had changed the status of the PSI in UK. In 2008, a survey was conducted to look at the impact made by the Security Industry Authority Act. The study was conducted in the shopping malls in the UK and 59% of the centre managers were of the view that the screening of the personnel had improved; 48% stated that there was improved perception of private security; 45% pointed that there was retention of security personnel in the PSI (Security Industry Authority Annual Report and Accounts, 2008:16). Most of the challenges experienced are also applicable to the South African situation.

However, contrary to South Africa, the PSI Act of 2001 in the UK excluded the in-house security in their regulatory framework (Security Industry Authority Annual Report and Accounts, 2010: 13). Johnston (1992a:72) states that in 1992, in-house security personnel outnumbered contract security personnel with a ratio 3:2 in the UK. It is not strange for in-house security to outnumber the private security service providers because the in-house security personnel are employed directly by the organisation.

Most businesses prefer to have in-house security staff and then outsource just a few functions to the private security organisations. Among the advantages to this approach is that it is rare

for in-house security personnel to go on strike because they are treated like any other company employee and this makes businesses not to be exposed to unnecessary disruptions that might not be emanating from their own companies' disagreement with the employees but the disagreement of the security companies with their employees. Schonteich (1999:24) conducted a study on increasing private sector involvement in crime prevention in South Africa where he found that between the period 1994 – 1998 there were about 200 000 (42.5%) in-house security personnel and 128 000 (27.2%) private security guards in the private security companies. In South Africa, the in-house security for the first time became included in PSIRA Act 56 of 2001. The first Security Officers Board Act No. 92 of 1987 did not consider the in-house security as security service providers that should also be regulated by the security regulatory body. Table 3.1 below illustrates the picture of PSI in the UK between the periods 2008 – 2012.

**Table 3.1**

	<b>2008</b>	<b>2012</b>
Gross licence application	102 000	160 095
Renewal rate of membership	94%	90%
Compliance levels	93%	98%
Licences suspended	300	143
Licences revoked	8221	1371
Inspections conducted	10 200	3000

Sources: Security Industry Authority Annual Report and Accounts (2012:2- 6); Security Industry Authority Annual Report and Accounts (2007:22-27) Security Industry Authority Annual Report and Accounts (2008:7).

Information from the above Table 3.1 is based on the following sectors: doors supervisors; guards; cash and valuables in transit; public space surveillance (CCTV); close protection; vehicle immobilisation; and key holding (Security Industry Authority Annual Report and Accounts, 2007:27).

Gross licence application: In the period of four (4) years, there were only 58 095 licences which were given out in this category. These records do not differentiate the active licence holders from this gross licence application. In the South African situation, the records differentiate the two (total number of active and non-active security officers) so that it should be clear how many are involved in security field on daily basis.

Renewal rate of membership: Like any industry, PSI continues its operations if there is business to operate and clients to look after. It is because of this reason that in 2008 there was 94% of renewal rate and in 2012 there was 90% of renewal rate of membership. This is not strange in the business world. If there is demand for service or product of some sort the businesses increase but if not the businesses decrease.

Compliance level: It is interesting to note that the level of compliance in the PSI increases because in 2008 it was at 93% but in 2012 it was at 98%. This may be attributed to the fact that the UK has in place the regulatory framework that encourages compliance. This aspect in South African situation is difficult to manage because there are still 'fly-by-night' security companies operating. Be that as it may, one recognises the small percentage (2%) that is not compliant in the UK.

Licences suspended: the UK, like South Africa, suspends the licences of the operators which do not observe and obey the regulations. In 2008, there were 300 licences of businesses suspended and in 2012 there were 143 business licences suspended. Where there is regulation, all company operators should ensure that they always stick to the rules.

Licences revoked: There were a high number of licences that were cancelled in 2008 as they were 8 221 and 1 371 in 2012. This shows that the regulatory body is capable to act as and when there is a need. There can be different factors that may lead to the licences being

revoked such as not being in operation for long period or having been found guilty of operating unethically or illegally.

Inspections conducted: Like in South Africa, the security service providers are inspected in UK. At times the number of inspections is high and at times is low. It is because of this reason that in 2008 there were 10 200 inspections conducted and 3 000 inspections conducted in 2012. The same correlation could also be true in the South African situation.

In any country, after the legislation has been put in place to govern a specific industry, there should be assessment of progress in an effort to close some gaps should they arise. Some of the problems relate to the work of the regulatory body in terms of successes or failures as mentioned above.

### **3.6.1 The Effectiveness of Private Security Industry Authority Governing Private Security Industry in UK**

Problems facing regulatory bodies are different in the UK and South Africa. In the South African situation, in 2010, the Director of PSIRA, Mr Manabela Chauke, pointed out that PSIRA was faced with problems such as, members of staff with low morale; poor state of PSIRA's finances; general ineffectiveness in business operation; the old Information Technology; and PSIRA not complying with the Public Finance Management Act No 29 of 1999 (PSIRA Annual Report, 2011:5). Some of the above-mentioned problems are not necessarily due to the fact that the organisation has just started and these are challenges that even face those organisations that had been running for some time. This suggests that the management of the effective and efficient organisation is very important to its running.

In the UK, in 2008, the SIA had been regulating the PSI. However, there were some of the things that did not go according to the expectations of the SIA itself. For example, SIA admitted that they were mandated to be customer-driven but it had never been the case and as such, they apologised to the PSI and promised to improve (Security Industry Authority Annual Report and Accounts, 2008:21-22).



The UK's SIA had also been faced with the malpractices by some of the training centres. The strategy that helped them, which is also used in South Africa but it is not effective in the PSI, is that the security service providers should report any security service providers that promote malpractice (Security Industry Authority Annual Report and Accounts, 2008:19). In this regard, the UK police are also encouraged to utilise the platform created by Private Security Industry Act of 2001 (Security Industry Authority Annual Report and Accounts, 2008:19) such as conducting crime awareness campaigns. All in all, the UK regulation is found to be doing fairly well in regulating the PSI more so because it is regulating not only UK but Northern Ireland and Scotland, thus promoting uniformity in that region.

### **3.6.2 The Regulation of the Private Security in Scotland**

In 2001, the Deputy Minister for Justice, Mr Jim Wallace, pointed out that there was a great need for the PSI to be regulated in Scotland (Burgess, 2001:2). The reason for this was that there were more security service providers operating in the country, yet there were no regulations in place. In the unregulated environments, official statistics on the operations of the private security are not available and this presents a challenge as the most unwarranted thing could go unnoticed. In this regard, consultations were made with various stakeholders such as British Security Industry Association, police, PSI, Scottish government and the members of public (Burgess, 2001:2).

Burgess (2001:5) points out that in 1994, the Home Affairs Select Committee was formed to look at the need to regulate the PSI in England and Wales (which ended up covering Scotland as well) and the following were key in that inquiry: the criminality in the PSI (for example, members of private security industries' involvement in drug dealing, violence and other criminal acts); formulation of regulating body (body that would lay a framework for good regulation); and the standards and practices in the PSI (for example, members of PSI need to conduct themselves in good manner while dealing with the members of public). The report was only made public in 1995 (Burgess, 2001:5).

Johnston (1992b:270) saw all the above-mentioned points as a real problem for PSI in Britain since 1979. The main concern raised by Johnston (1992b) is that government had always been

opposing the idea of regulating the PSI because they were saying that people should work on the basis of self-regulation in that they should see how they render security services and also to come up with the standards that should be adhered to while rendering security services.

According to Johnston (1992b:271), the only legislation in Britain in 1992 that was used to regulate the PSI was Guard Dogs Act of 1975. It was found that during this period, out of all European countries, it was only Britain and Ireland that did not have sound operating legislations that would regulate PSI (Johnston, 1992b:271). Some of the countries that previously operated like Britain in promoting self-regulation are: Germany, Greece and Italy. The following countries were found to have exceptional legislations in place to regulate PSI since 1930s, namely, Netherlands, Belgium, France, Luxembourg, Denmark, Finland, Sweden and Spain (Johnston, 1992b:271). The situation in European countries is the same as in Africa where South Africa had its security regulation dating back from 1987 and amended in 2001 while at the same time some African countries such as Swaziland, Zimbabwe and DRC do not have any regulatory framework up-to-date.

In 1990, John Wheeler sought to maintain the system of self-regulation. This was also thought to introduce a method whereby Inspectors would visit the security organisations. In this one, the private security companies would then pay for the running costs of that initiative and this was called “Bruce George’s unsuccessful Private Security (Registration) Bill of 1990”. The second view was to follow the same path with government paying for the running costs (Johnston, 1992b:273).

It is interesting to note the view by Johnston (1992b:276) that if regulation of the PSI exists, it will need to be supported by the stakeholders such as people from the industry, politicians and members of public since that regulation would affect them. It would affect members of the public since they will be using the services of PSI. It is indeed one thing to follow all the necessary steps to formulate the regulatory framework but another to implement the outcome. Quite often, government appears to be involving the PSI on issues affecting them. However, the final decision made does not prove to follow the wish of the PSI that was made during consultations. An example of this is the burning issue in the South African PSI where the

government is aiming to introduce 51% ownership of local private security companies in favour of the citizens where the PSI does not like that.

The Scottish government intended to look at the progress made in England and Wales so that what was done in those two areas should also be introduced in Scotland. According to Burgess (2001:6-7), in the process of consultation, the following important options towards regulation of PSI in Scotland were made:

**Option 1:** Self-regulation where any owner of private security company will operate according to the Code of Good Practice that they designed themselves;

**Option 2:** Ask for coverage of what is applied in England and Wales to also cover Scotland;

**Option 3:** Formulate a complete new and independent framework that would enable the PSI in Scotland to be regulated; and

**Option 4:** Introduce the system where the local government will ensure that all the private security companies operating in their jurisdiction register individual security officers and individual security companies.

From the consultations that were made, most of the stakeholders preferred “**option 4**”. Engaging different stakeholders in such a very important issue of regulating PSI is seen to be a very important thing to do by those in power. In this regard, when a decision is made, everyone supports it because they were consulted. Though, finally “**option 2**” was considered, after further engagements with the stakeholders, Scotland is covered under the same Private Security Industry Act of 2001 under the UK.

### **3.6.3 Private Security in Northern Ireland**

In 2006, the PSI in Northern Ireland was regulated through Schedule 13 of Terrorism Act of 2000. This meant that any security service provider was required under this Act to register with the Northern Ireland Office (Goggins, 2006:2). According to Goggins (2006:2-3), the screening of security service providers was only conducted on the employers or owners of security companies and not employees and this resulted in the problems such as criminality in the industry through employees and the engagement of paramilitary in the PSI. Before the PSI

in Northern Ireland was regulated by Security Industry Authority through Security Industry Act 2000, it was difficult for the security service providers in Northern Ireland to do business in the UK. This was due to stringent regulatory measures that were enforced by Security Industry Act of 2001 in the UK (Goggins, 2006:3).

In 2009, SIA that regulated the UK and Scotland was also agreed to cover Northern Ireland. The Minister of Justice admitted the fact that there was a progress that was made regarding regulation by SIA (Northern Ireland Department of Justice, 2012:3). The Minister based his views on the online research that was conducted regarding the regulation of PSI in Northern Ireland where the following findings were made (Northern Ireland Department of Justice, 2012:52):

*In 2008, 7% of the respondents from security employees indicated that security was not their main job. In 2011, the similar study was conducted and 24% indicated that security was not their main job.* While it is evident that more and more people are showing that they do not consider security job to be their main job, this trend carries with it a problem in the PSI such as the popular one of letting private security to be open to infiltration by criminals. George and Watson (2009:56) conducted a study into regulation of PSI in the UK. They found that there were some contributing factors to this such as people with criminal record gaining access into employment of PSI; low pay and long hours of work; inadequate training of security personnel; and high staff turnover. Gumedze (2007:200) clearly points out that the regulation of PSI in South Africa is faced with similar challenges. One would therefore argue that there is no way PSI could be successful in helping the police to combat crime while they themselves (their members) are having criminal records.

*72% of the employees indicated that the regulation did not benefit them because their employers treated them as they did before regulation was put in place.* This is not a new thing that when the new regulation is put in place, then the employees feel that it does not benefit them. This normally happens when the first regulatory framework has just been implemented such as in Northern Ireland's case. It also happened in South Africa during the first regulation – Security Officers Act 92 of 1987. The employees questioned the credibility of the regulatory body because the board of that regulatory body was mainly formed by the owners

of the security companies. It is because of this reason that another legislation called Private Security Industry Regulatory Authority (PSIRA) Act 56 of 2001 came to being – precisely to correct this situation (Berg & Nouveau, 2011:25). It is not surprising to see Northern Ireland, Scotland and the UK looking at ways to change legislations regulating PSI in a short space of time because we saw it happening in South Africa where the first regulation was in 1987, the amendments were made in 1992, 1996 and 1997 with the major one being PSIRA Act 56 of 2001 which was also followed by a few amendments (Berg & Nouveau, 2011:25).

In 2012, the Minister of Justice, Mr David Ford, pointed out that the state of the PSI in Northern Ireland needed to be reviewed with specific reference to regulating it. The Minister then initiated consultations that prompted the need for formulation of future regulation of PSI by Northern Ireland, independent from SIA (since it was said that SIA would cease being Non-Departmental Public Body (Northern Ireland Department of Justice, 2012:3).

Like Scotland, Northern Ireland conducted consultations in an effort to get the views of the stakeholders in PSI. As such, they had a few points to consider while working towards future regulation of PSI and they were stated as follows: how to minimise criminality in the PSI; how to enhance the standards and practices in the PSI; how the PSI would work with public members; how the reputation of the PSI would be upheld; and how the costs would be reduced in order to receive or use the private security services (Northern Ireland Department of Justice, 2012:6). Regulation of PSI in the UK which also included Scotland and Northern Ireland had developed in similar way as in other parts of the world such as in Africa, Europe and Asia.

### **3.7 AN OVERVIEW OF THE REGULATION OF THE PRIVATE SECURITY SERVICES IN EUROPE**

Table 3.2 below illustrates how other countries in Europe have progressed in terms of their population, the PSI and the regulation of the PSI. This Table 3.2 is the estimations made for 2010.

**Table 3.2**

<b>COUNTRY</b>	<b>POPULATION</b>	<b>PRIVATE SECURITY GUARDS</b>	<b>SECURITY COMPANIES</b>	<b>SECURITY LEGISLATION</b>
Austria	8 374 872	9000 – 10 000	200	No specific security legislation. Regulated by labour legislations.
Czech Republic	10 506 813	51 542	5 629	No specific security legislation. Regulated by labour legislations.
France	64 714 074	147 800	9 425	Legislation is in place that regulates PSI
Italy	60 340 328	47 858	1 299	Legislation is in place that regulates PSI
Norway	4 858 199	7 750	250	Legislation is in place that regulates PSI
Spain	45 989 016	188 018	1 494	Legislation is in place that regulates PSI
Sweden	9 340 682	20 000	250	Legislation is in place that regulates PSI
The Netherlands	16 574 989	31 543	1 300	Legislation is in place that regulates PSI
Turkey	72 561 312	427 967	1 212	Legislation is in place that regulates PSI
United Kingdom	62 008 048	364 586	2 500	Legislation is in place that regulates PSI

Source: De Clerck (2011)

In all the European countries there are private security service providers in terms of security companies and private security guards. These ten countries were randomly selected from the Confederation of European Security Services (CoESS) conference that was held in Belgium in 2010. Of critical importance is that some of the countries have regulatory legislations and others do not have.

The following discussion is intended to shed a light that PSI is mainly operating in different countries to offer security services. What is very important though, is to take note of the fact that while PSI renders security services, the issue that comes to the fore often is that they are not regulated. So, in this study, the focus now becomes more on the existence of PSI and its effective regulation in order to become an important strategic stakeholder in crime prevention.

**Austria:** The population in Austria in 2010 was estimated at 8 374 872 but it had between 9000 – 10 000 private security guards and 200 security companies. PSI in Austria is only regulated by labour legislation which any business owner should register with in order to operate a business.

**Czech Republic:** The population in Czech Republic is higher than that of Austria by over 2 million citizens. Like Austria, Czech Republic does not also have specific legislation that regulates PSI other than any compulsory labour legislation that all businesses should register with in order to comply with labour legislations. Hignett (2004:71) states that Czech Republic and other East Central European countries such as Poland and Hungary had been troubled by the organised crimes in that they contributed heavily in the growing levels of crime in these countries. This poses a challenge to the country in terms of using the PSI to help police to combat crime.

**France:** When the population of France was estimated at 64 714 074, it had about 147 800 private security guards and 9 425 security companies. There is a regulatory legislation in France. The similarities with South Africa are only with regard to the estimated number of security companies. The only major differences is on population since South Africa in 2014 has about 52 000 000 citizens. Another main difference is on the number of private security guards because in 2013 the private security guards in South Africa were at around 400 000 (active security guards) and over 1000 000 (active and non-active security guards) (De Clerck, 2011) . One can therefore conclude that the more the population increases, the more private security services are required by citizens.

**Italy:** The population in Italy was also high because it was estimated at 60 340 328 in 2010. There is legislation in place that regulates the PSI. At times, the population might be higher but it does not necessarily mean that the number of private security guards and security companies will also be higher. An example of this is made through comparison between Italy and Spain. Italy has more population compared to Spain yet Spain has more private security guards and security companies.

**Norway:** The population in Norway was estimated at less than 5 million in 2010. There is regulatory legislation in place in Norway. It is surprising to see Norway having PSI regulatory legislation, showing that it has progressed, and Austria and Czech Republic with more population than Norway do not have any regulatory legislation in place. Another observation is that Austria has less security businesses compared to Norway.

**Spain:** When the population in Spain was estimated at 45 989 016, it had about 188 018 private security guards and 1 494 security companies. In Spain, there is a regulatory legislation in place. Czech Republic had more security companies (5 629) compared to Spain yet Czech Republic had a population of about 10 million. Another important observation is that Spain had more private security guards compared to some countries with more population such as Italy and France.

**Sweden:** The population in Sweden was estimated at 9 340 682. There were about 20 000 private security guards and about 250 security companies. In Sweden, there is a regulatory legislation in place. It is important to note that Norway and Sweden had equal number of security companies but there is a huge gap between the number of private security guards (7 750) at Norway.

**The Netherlands:** The population in The Netherlands was estimated at 16 574 989 in 2010. There were about 31 543 private security guards and 1 300 security companies. There is regulatory legislation for PSI. Czech Republic with less population has 5 629 security companies compared to The Netherlands.



Italy with three times the population of The Netherlands has almost the same number of security companies as The Netherlands. Spain with over two times the population of The Netherlands has only about 194 more security companies than The Netherlands. This might be that some security companies have more security officers while other security companies have less security officers, that is why they happen to be many.

**Turkey:** In 2010, the population in Turkey was estimated at 72 561 312. There were 427 967 private security guards and 1 212 security companies. There is regulatory legislation in place to regulate PSI. Czech Republic has low population but over four times the number of security companies than Turkey. Spain also has less population but more security companies compared to Turkey.

**United Kingdom:** In 2010, the population in the UK was estimated at 62 008 048. There were 364 586 private security guards and 2 500 security companies. There is also regulatory legislation in the UK that regulates PSI. France has only about 2 million population more than UK but it has about 9 425 security companies. Czech Republic has about 10.1 million population but it has 5 629 security companies which are far more than the UK. The UK has more security companies compared to Turkey which has more population compared to the UK. Slack (2009: np) indicates that in terms of violent crimes, the UK is worse than the USA and South Africa. According to Slack (2009), the UK also had high rate of homicide and it is also more than countries such as France, Italy and Spain.

Generally, the information from Table 3.2 above makes it evident that the population of the country does not necessarily determine the number of private security guards or security companies in the country. Regarding regulatory legislation, it is clear that most of the countries, big or small, have realised the need for PSI to be regulated. The numbers of private security guards and security companies prove that the PSI is an effective stakeholder in crime reduction. In many respects, the European and African countries have some similarities and differences in terms of the development of PSI.

### **3.8 CONCLUSION**

In order to be informed about the PSI in South Africa and across the world, a comparative study is needed to benchmark how other nations are dealing with PSI. Private security by its nature, in most cases, starts with self-regulation and then it expands. It seems as if when the PSI becomes bigger, the criminals get a chance to gain access into it. Once the State in which the unregulated PSI operates identifies this problem, the effort is made to regulate the PSI. At times, there is regulation of the PSI but it is not effective such as in Lesotho. This renders the legislative regulation useless.

The problem of self-regulation by PSI is world-wide. For example in Swaziland the PSI is not regulated and in South Africa it is regulated. South Africa is currently at the second phase of regulation of PSI because the first legislation (Security Officers Act 92 of 1987) was problematic because it was viewed as only catering for the interests of the employers because the owners of PSI were occupying positions in the board that was driving the legislation. Based on this, the new legislation called Private Security Industry Regulatory Authority Act 56 of 2001 was promulgated so as to address the identified problem with the previous legislation. There have been few amendments of the legislation in South Africa to-date.

In Europe, some of the countries have regulatory legislation and some of the countries do not have regulatory legislation. The number of private security guards and security companies depends on the demand by the users of the private security services. It is clear that some of the countries have high population than others, yet they have low numbers in terms of private security guards and security companies.

The United Kingdom developed a legislative framework that covers other countries such as Scotland and Northern Ireland in regulating their private security industries. When this was done, the UK consulted with the respective countries so that they could accommodate all legislations governing those countries.

Of critical importance is that Private Security Industry around the world does not have clear and reliable records on the information of the private security in its initial stages. The records only become clearer later when the regulation was put in place.

It is also important to note that Swaziland was also included in the study because it has also a small population as indicated above. Swaziland like other European countries, does not have regulation system in place. It is also run by the monarchy and that makes it one of the few countries in Africa that are still governed in this manner.

## **CHAPTER FOUR**

### **PUBLIC PRIVATE PARTNERSHIP POLICING**

#### **4.1 INTRODUCTION**

Private security is playing an important role in reducing crime in South Africa in order to achieve the goal of a safer community. It must be borne in mind that the private security largely operates on business principles to be sustainable as they are not government funded. They also exist because public police could not secure all citizens at all times as it would be expected. Squires (2006: 127) clearly states few reasons why the public police would not be where they are expected to be at all times in order to protect the citizens effectively, namely, public police attend court cases most of the times; they attend specialised training they are required to undergo in order to be effective in their duties; they go on sick leave at times; sometimes some of them are on annual leave; or they are performing special duties. These factors which are mentioned make police's role in combating crime a difficult task. On the other hand, public police deal with organised crimes committed by people known by the communities in which they live. The community members are reluctant to reveal their names to the police because they cite their own safety. In this regard, Bezuidenhout (2007: vii) states that crime is entrenched by some members of the community who may witness criminal activities taking place but fail to report it to the police. Community participation in the Criminal Justice System places them in a better position to become an important stakeholder in crime prevention.

According to Rogers (2006:7), crime prevention is not only the responsibility of public police. All stakeholders and especially private agencies (for example, PSI, business or non-governmental organisations) should be involved at all times. It should start from reporting each and every crime incident that transpired in the area to the police. This is so because crime statistics which the police should release should be a true reflection of the crime challenge in the area. This will inform the planning and strategy of combating or reducing crime in South Africa.

## **4.2 PERCEPTION OF POLICING IN SOUTH AFRICA**

Prior to 1994 the South African Police Service (then called the South African Police Force) was largely pre-occupied with the enforcement of the then laws of the apartheid government of the day. During that period the police were only there to protect the minority and oppress the majority (Martin, 2010:60). This kind of operation by police created a bad image to most South Africans which would take time to be corrected.

In 1994, the African National Congress (ANC) was democratically voted into power. The ANC had to change the way police operated by introducing the phenomenon called Community Policing. This meant that the police were working at coming closer to the community in combating crime (Minnaar, 2005: 94). Community Policing Forums (CPFs) as provided for in section 214 of the Interim Constitution of the Republic of South Africa, Act 200 of 1993 has proved to be faced with some challenges in many parts of the country. According to Burger (2006:142), community policing through its implementation of Community Policing Forums (CPFs) is a failed endeavour by the Ministry of Police. Burger (2006) further states that this initiative failed in both the United States and the United Kingdom. Burger asserts that it only succeeded in making police “legitimate” in carrying out their functions.

Private Security Industry, as one of the stakeholders in crime reduction, is with the opinion that more focus by the Ministry of Police goes to the public police and less focus to private security. In this way, their role in crime prevention appears to be overlooked. This point is evident when one looks at the criminal statistics in the Republic of South Africa. These criminal statistics only outline the police efforts such as the crime incidents detected by the police and nothing is said about the criminal incidents reported as a result of the efforts by the PSI.

According to the study (Crime and Policing in Inner Johannesburg) conducted by Legget (2003:39-40) in Johannesburg, most of the people raised their concerns that crime levels remains high and were not getting better. This situation has not changed that much even today.

Police corruption and laziness was mentioned by the participants in this study as something that compound this problem. Majority (77%) of the participants also indicated that they see a uniformed member of the police only once a day.

Bayley (2011:313) indicates that it is already a common idea that whenever research is done about the police there are some traits attached to police such as, the police are ineffective in their job; the police are not flexible in the way that they do their job; the police are quite wasteful; the police are self-serving. These sentiments indicate that the respondents do not have any regard for the police. Furthermore, Bayley (2011) argues that most universities (mainly American universities) from which critics of police come are not run better than police institutions. He indicates that they are even run worse than police organisations. This indicates that it is of critical importance to deal with the crime in the community instead of pointing fingers at the police. As Anon (2006:2) puts it “...policing is a blame profession”. It is also important for the police to recognise their strengths and weaknesses and involve other partners in crime prevention such as PSI. The partnership between the public police and the PSI should have support from both parties.

#### **4.3 POLITICS OF CRIME PREVENTION**

Crime prevention is a global concern. According to O'Malley and Sutton (1997:255), different stakeholders in crime reduction in Australia such as the police, politicians, academics, researchers, community leaders once met and assessed the traditional way of crime prevention. The conclusion that was reached was that the traditional way of crime prevention has proved to fail because the criminal incidents continued to increase on yearly basis. This continues to be the case in different states in the world including South Africa. The stakeholders agreed that the new crime prevention strategies which are aimed at being '*more proactive*' and '*less reactive*' needed to be put in place in order to address the crime challenges in the communities. This means that there should be a good crime prevention programme in place and it should be implemented.

#### **4.4 CRIME PREVENTION IN PRACTICE**

Crime prevention, by its nature, should be something that is continuously practiced by the members of the community by way of following the basic precautions of safety and security. It starts with an individual right through to the institutions that they are part of (Schneider, 2010:25). A successful crime prevention practice may be extended to involve community members in terms of community safety networks. Schneider (2010) goes on to say that the crime prevention practices, if followed properly by all stakeholders to crime reduction, can become a good 'Acceptable Standards' for crime reduction in the community. Lack of knowledge base crime prevention makes it difficult for the fight against crime to be brought under control.

#### **4.5 KNOWLEDGE BASE CRIME PREVENTION**

According to Farrel, Bowers, Johnson and Townsley (2007:61), knowledge base crime prevention has two main aspects being knowledge and evidence. This means that the causes of crime are known; crimes that are committed are known; and there is evidence of the crimes that are committed. Farrel *et al* (2007:65) maintain that if stakeholders of crime prevention do not share knowledge about crime in their areas it will be difficult for them to overcome the problem of crime. Therefore, one would conclude that the starting point of knowledge base crime prevention would be to involve the community members in crime prevention. PSI is also vital because they are in most cases in areas where the public police are not, and this place them in an ideal position to play a significant role in evidence based crime prevention.

Sherman, Farrington, Welsh and MacKenzie (2006:418) argue that ideal evidence base crime prevention is the one that is driven by scientific evidence that has strength to persuade the policy and practice in government. Sherman *et al* (2006) continue to say that the problem with the politicians is that they expect crime problem to be solved in a short space of time instead of working on it in a long-term. Crime problem is a huge thing to deal with in a short space of time. It is a common knowledge that politicians get elected after a few years and they need to have a good story to tell the electorates in order for them to be re-elected. One of such interesting stories to tell would definitely be reduction of crime. Be that as it may, Sutton, Cherney and White (2008:39) are of the opinion that when governments consider the

possible solution to crime problem, they have to consider the question: which evidence based solution is supported by research? This will help them in order to overcome the crime problem because they will be informed about the problems and possible solutions.

Miyazawa and Miyazawa (1995:101) are of the opinion that in order for crime prevention to be successful it has to be approached as follows: get information on crime; conduct data analysis and interpretation in order to make sense of it; device practical steps to be followed to address specific crimes both locally and nationally; monitor progress; and assess if the approach is being successful. One way of assessing success of the crime prevention strategies is to establish if the offenders are brought to book and are prosecuted positively by the Criminal Justice System.

#### **4.6 PROBLEM-ORIENTED POLICING**

In order for police to be able to reduce crime in the community, all stakeholders should play their roles. All incidents of crime will need to be reported to the police at all times so that they should know how to plan better for their crime prevention strategies since they will have been briefed of the incidents, times, victims, suspects and places where crimes occur (Felson, 1998: 138). Felson (1998) continues to give some examples of problem-oriented policing as follows:

- Observed problem: Most of different types of criminal incidents occur mainly at a specific location.
- Underlying problem: Example - Bar owners continue to sell liquor to the people who are already drunk.
- Narrow solution: People get arrested for minor criminal offences.
- Better solution: Encourage the bar owners to manage their customers in a better way.
- Much better solution: Try by all means to propose to the liquor board to regulate the local bars effectively.

Different areas have different types of problems. Solutions to these problems differ as well. One solution to a specific problem does not necessarily mean that it would be the best solution for ever.



Review of any security countermeasures should continuously be conducted in order to determine if they are still fit for the purpose for which they were employed. Take heed of the areas that experience more criminal incidents and devise a plan for curbing such crime. The plan will most definitely lead to the displacement of some of the crimes to other areas.

#### **4.7 CRIME DISPLACEMENT**

Rogers (2006:131) states that if one prevents the opportunity of crime from taking place by removing the conditions under which crime transpires, one will only be turning the circumstances around. Once crime is removed from one place, it increases at the other place. The reaction to crime by putting security measures in place in a specific area will automatically benefit the areas nearby (Rogers, 2006:133-134). This is mainly because if criminals had targeted something and it was removed, they would simply do something instead of it. Rogers (2006) further states that the displacement of crime can take place in the following ways:

- **Type of crime:** Crime will change from one type to another;
- **Temporal:** the time of committing crime changes, for example, from during the day to night time;
- **Target:** the actual target of crime will change;
- **Geographical:** changing the area of crime, for example, from residential areas to businesses; and
- **Tactical:** the *modus operandi* will change.

The above points are important when combating crime because they can help the partners in crime prevention to plan better because they will have all necessary information they might need.

#### **4.8 THE BENEFIT OF PARTNERSHIP POLICING**

Morabito and Greenberg (2005:3) state that the partnership between public police and private security can make it possible for both partners to learn from each other. As such public police can be important to private security because they can help them as follows: train private

security in terms of helping in emergency situations; help private security personnel to understand how to protect the important infrastructure of the nation; render free training to security practitioners; enable private security to gain personal skills from working together; gather evidence while conducting investigations; better intelligence gathering; making use of specialised knowledge and advanced technology; and decreasing the high number of calls for services.

PSI, on the other hand, can be important to public police because they can help them as follows: they can organise plans with public police regarding emergency situations such as evacuation situation, transporting people, equipment or food; the police can benefit in terms of how private security conduct threat assessments and they can also know of crime trends in the area; they can also know better in terms of the needs of private organisations and their clients; and they can also make it possible for public police to gain confidence in working with them (Morabito & Greenberg, 2005:3). It should be borne in mind that the public police and the private security personnel have different powers in combating crime.

Schonteich (1999:36) indicates that private security officers may have powers which are the same as that of ordinary public members such as the power to arrests, but what makes private security officers different is the fact that they are given a necessary theoretical and practical training which would enable them to perform their duties properly in terms of section 42 (3) of Criminal Procedure Act 51 of 1977. In addition to this, the regulatory authority requires that the private security officers should be registered with it when they render security services as outlined in Chapter 1. Post and Kingsbury (1991:29) state that the private security acts as agencies of the police in crime prevention due to the following reasons: when any crime takes place on a private property the private security will decide whether they conduct investigations of the crime committed or they will report it to the police and let police conduct the investigations; when the private organisation conducts its own investigations, it will also apply its own justice system in that it will use its policies for that purpose; whenever security officers apprehend a suspect committing an offence in the retail store and they report the matter to the police, the security officer will be acting as an agent of police; and cost

cutting by government institutions is, in most cases, the cause of the use of private services in the public sector and private security services is not immune from this privatisation as well.

Irish (1999:8) states that the police and some big private security companies gave rise to a space that was left unoccupied due to the following reasons: the members of the public police withdrew policing from some of the areas which were initially their responsibilities such as guarding the facilities (for example, national key points); expensive services by some big and well established private security companies; that made other people to terminate their contracts; and strategies applied by some big private security service providers that made them to focus on rendering services to rich people and to the government institutions. Minnaar and Ngoveni (2004:44) further indicate that the unoccupied space created by the public police and some big private security companies gave small companies a chance to emerge to close that gap. Small companies have their own challenges of, among the others, not complying with the relevant labour legislations which they should comply with and as a result go the “*fly-by-night*” route. Users of the security services of *fly-by-night* companies also take advantage that these companies are rendering cheap services as opposed to genuine security companies. It is because of challenges such as these that the public police and PSI need to manage their partnership effectively so that they do not allow the *fly-by-night* security service providers to take over the crime prevention role in the society.

#### **4.9 MANAGING PARTNERSHIPS TO REDUCE CRIME**

There are various reasons why public police and private security should work together in partnership to reduce crime. This mainly revolves around the duties that are performed by both the public police and private security. Simonsen (1998:96) states that they (police and private security) both perform the following functions:

**Maintenance of Law & Order:** It is generally the task of the public police to keep law and order among the members of public. In places where private security services are employed, it is their responsibility to keep order in those respective areas where they operate.

**Crime prevention activities:** Public police are encouraged to develop plans for preventing crime in the community. Private security service providers do also develop plans to prevent

crime in the organisations they protect. The main issue is for all stakeholders to play a *pro-active* role in terms of crime reduction rather than being *re-active* to criminal incidents.

**Personal safety:** In terms of personal safety, it is the responsibility of the private security to ensure safety of all customers, employees, visitors in the organisation that they protect. The main responsibility of the police is to ensure safety and security of all members of public.

The above functions point out clearly the similarities between the roles by public police and the PSI in crime prevention. It makes it easily understandable why these parties should work together as partners in crime prevention. No one of the parties can say they do not need the other party. Their partnership benefits the members of the community that they both serve.

Rogers (2006:35) is of the opinion that serious challenge remains on the side of the people who are entrusted to drive implementation plans to get these partnerships working in the communities. They may be given resources (such as money or people) that they would need but they will need to guard against creating a very high expectation within the communities that they need to protect. It is clear that they would need to explain to the community how they will protect the community and in turn find out from the communities what the community expectations will be. It is important to look at the role of the community in crime prevention since they form an important part of crime prevention stakeholders.

Public police and private security need to have some guidelines that regulate their partnership so that they all know what is expected of them in their partnership. Programmes need to be developed whereby the citizens are given written pamphlets outlining what the citizens can expect when reporting crime. Again, the kind of important information that will be of assistance to the police when reporting crime to them needs to be highlighted. The police should also make efforts to either, telephonically call the person who reported the crime in order to thank him/her, write them a letter or even visit them and thank them (Whisenand, 1977:71).

In this manner, the members of the community will realise that their efforts are appreciated and they will do more and encourage others to do the same. Members of the community

should not only be encouraged to report crime incidents but also to report misconduct by the public police or private security in terms of the poor response that they give when the members of the community report crime to them. In practical terms, when crime is committed, people would normally report to the police directly. In places where there are private security personnel people would normally report to them criminal incidents and the private security would then report that to the police for further investigations. The management of crime prevention partnerships should also take into consideration the municipal laws of their jurisdictions such as street trading, traffic and fire brigade services. Involvement of partnership policing is not the new phenomenon that is considered in South Africa. It has been applied and proved successful in other parts of the world such as, Brazil, USA and Britain.

#### **4.10 POLICING PARTNERSHIPS AROUND VARIOUS PARTS OF THE WORLD**

Policing partnerships have and are still been established in various parts of the world. Like any other endeavour, in some instances they are successful and in some instances they go through various challenges. The bottom line is that all the stakeholders in the policing partnerships need to play their role in order to get results. The below sections indicates some of these partnerships.

##### **4.10.1 Brazil**

In 1997, in Brazil (Sao Paulo) a public-private partnership initiative called the Institute Sao Paulo Against Violence was formed. This Institute was formed by various stakeholders in their endeavour to fight crime in Sao Paulo. Among the stakeholders were: academics; associations from the community; associations from businesses; private sector such as PSI; and associations from media. The Institute formulated operational policies and procedures and it helped other organisations that were assisting the police in the area. It has a Call Centre that people could use to report any crime which would then convey that to the police for further handling.

The crime is drastically reduced through this method whereby only in two years about 2 500 criminal activities were recorded as a result of this partnership as opposed to the previous years (Bhanu & Stone, nd: 5-6).

#### **4.10.2 United States of America (USA)**

In 1995, in the USA, in New Orleans, the public-private partnership initiative called New Orleans Police Foundation was formed. It consisted of 20 people who were heading different organisations in the community (including church leaders) and people from academic institutions became members of the board of the foundation. Private sector such as PSI was part of the initiative. The foundation proved successful because since it was formed, there was a decrease in crime in the area and people were attracted to the area since it was safer than before. It was the foundation's aim to keep in touch at all times with the Office of the Mayor, the Department of Police, law enforcement agencies and the Council of the City (Bhanu & Stone, nd: 6-7).

#### **4.10.3 Britain**

There can be different partnership policing structures in the same country such as the two examples from Britain below. They are also well formulated but the only difference is the cooperation aspects between the PSI and public police as outlined below.

##### **4.10.3.1 Arts Plaza**

According to Wakefield (2003:193-194), the collaborative partnership between the private security (security services were rendered by Gatehouse security company employed by Arts Plaza) and the public police in Arts Plaza was entered into by the two entities in order to reduce crime. The Security Manager represented the private security and the superintendent represented the police department. The police would normally be called in by the Security Manager for threat assessment purposes. The relationship was said to be good from both sides except that the police had a concern that the members of private security depended more on the police in order to deal with crime at the Arts Plaza. The reason for good relationship between the police and private security was reported to have started from the time the new security manager was appointed.

The comment was made that the previous security manager would call in police even if the security staff could have easily dealt with the problem. In this relationship, the members of the private security and the members of the police knew each other, though not necessarily by names, because they had been constantly in touch through personal meetings and telephone calls.

#### **4.10.3.2 Quayside centre**

Wakefield (2003:195) gives another example of the collaborative partnership between the PSI and the local police. The relationship between the two organisations was found to be positive with each organisation happy for each other. Police officers would normally pass through the private security point and share information in an effort to update one another about the crime situation in the area. Of critical importance here, the security manager had worked within the police for some time and he kept his contacts with the former colleagues which worked for him in this important aspect. One security officer commented that the police at times did not know how private security operated since at one stage CCTV footage of an incident which transpired a year ago was requested by the police while it was clear to the private security organisation that the relevant footage would no longer be stored in the system.

### **4.11 THE ANALYSIS OF PARTNESHIPS**

From the above public private partnerships, it is clear that different stakeholders are needed in order to reduce crime in the communities. Public police and PSI have been identified as important stakeholders in these collaborative partnerships. It also comes up that crime is not only the responsibility of public police or PSI. Important institutions in the society such as academic institutions (or academics) and media, to name but few, are critical stakeholders. There have been plans put in place to manage the partnerships. There have been guidelines in place that helped members of the community to deal with the crime problem such as the numbers to call when reporting crime. Of critical importance is the relationship between the stakeholders themselves, for example, the public police and the PSI.

What came out is more reliance of one party on the other; for example, PSI relying more on the public police where the public police would even be called by private security personnel for minor things that could have easily been dealt with by the private security personnel. It is evident that in initiatives such as these, there is always an element of abuse of other stakeholders.

Technological aid such as Closed Circuit Television (CCTV) also came out as an important tool to be used in the public private partnership policing. In the case mentioned above, the expectation of the public police in terms of the stored footage was uninformed because the public police expected the footage of a specific crime that happened over a year ago to still be available after that period. This is important because it sends a message that if CCTV is in place, its fundamentals operations should be communicated to all the stakeholders. For example, it should be made clear that the footages will only be stored for a week or two weeks after the incident. If a specific incident needs to be used as evidence for a specific crime, then arrangement for downloading the footage should be made. The issue of CCTV surveillance system further indicates that there are, at times, some conclusions made without confirmations about how CCTV surveillance system records incidents. Above all, the contributions of public police and the PSI should be made clear so that all the parties play their role effectively in crime prevention.

#### **4.12 FACTORS AFFECTING THE CONTRIBUTION OF THE PRIVATE SECURITY INDUSTRY IN CRIME PREVENTION**

PSI, like any business, has its own challenges when it comes to effective crime prevention. According to South (1988:88), the following are some of the challenges that private security are faced with: private security can at times use maximum force where it is not warranted (for example, assaulting people or shooting and injuring or killing people); they often find it difficult even to follow their own regulations that they designed for themselves; some do not have regard for the laws of the country from the way that they operate; they pay their employees poorly; the security officers are poorly trained; and their operating standards are poor. These are some of the challenges that the PSI needs to look at when they need to work effectively with the police in crime prevention.



South (1988) goes on to say that the root cause of the above-mentioned challenges is competition among private security companies. One would conclude by saying, it will always depend on the individuals if they choose to compete ethically or unethically. This problem is attributed to the manner in which PSI is regulated, not only in South Africa but in other parts of the world as well. Some people term it self-regulating because the private security at times operates without complying with the rules in the country. The way the PSI operates and lack of training makes them vulnerable to lawsuits. Nemeth (1989:109) maintains that PSI can avoid liabilities from civil or criminal claims if they address training issues properly.

In South Africa, the Security Industry Alliance (SIA) (an organisation that represents employers' organisations of security so that they speak with one voice) has shown its willingness to help government fight crime. In 2009, the SIA and South African Police Service signed a Memorandum of Understanding (MOU) which was facilitated by Business Against Crime (BAC). The main reason for this was to ensure that PSI and the police work together to achieve a common goal of protecting the society. This also came as a result of the negative perceptions people have about the poor standards at which Community Policing Forums are performing. According to Mr Steve Conradie (Chief Executive Officer of SIA) the focus of this MOU was more on the violent crimes (Müller, 2010:32).

According to King (2002:5), in order for consumers of security services to be responsible users, they should ask the service provider the following questions before they could enter into a contract with them:

- Is your security company registered with PSIRA? (If the consumer would like to see the registration certificate, the service provider should make sure that the consumer is shown such a certificate);
- Are all security employees employed by your organisation registered with PSIRA? (Again, if the customer would like to see such proof the service provider should ensure that it is shown);

- Are all security employees employed by your company trained for the job that they would perform? (In this regard, training certificates of security employees should be shown as a proof);
- Are the training institutions which trained security officers reputable and registered institutions and fit to render such training? (The PSIRA certificate/s of the training institutions may be produced on request);
- Are all security officers paid a minimum salary? (On request, the service provider may produce a copy of Sectoral Determination 6 and copies of payslips of security officers; and
- Will all security officers employed by your organisation be able to adhere to the legislation while performing their tasks?

In as far as the questions are concerned, the key question remains, who will ensure that the customers know of these questions. Common sense would dictate that customers would not care whether the security service provider is registered with the regulating authority or not, as long as they would get the necessary services that they need at the time. Use of media (for example, television, radios, and newspapers) in addressing this problem would be of utmost importance. The news regarding the action taken against the security service providers who do not comply with the law should be made known to the public. In this way, the focus will be on sensitising people who use security services illegally, security service providers which are not compliant with the law and the public at large about the consequences of not complying with the law. Public meetings should also be held at local levels where the use of private security services and the law are dealt with.

#### **4.13 RESPONSIBILITIES OF THE SECURITY EMPLOYERS IN CRIME REDUCTION**

Security employers have some responsibilities that they have to look at with which their employees should conform (Simonsen, 1998: 36-37):

- Employers of security organisations should ensure that there are job descriptions designed for their members to operate from. These job descriptions will guide actions of the security employees in terms of partnership policing.

- Training programmes which will be aimed at training the security employees in order to make them capable to protect assets as expected of them should be developed.
- Security employees should continuously get necessary training and be given material which would enable them to familiarise themselves with the security tasks they should perform.
- All employees at various levels should be sent to the training that is relevant to their tasks.
- Requirement of the job should include security qualifications, prior training and security education.

It is the responsibility of the security employers to ensure that the security companies that they employ offers the quality of services expected from them. If the clients are not happy about the services that they receive from one security company they will move to the next one.

#### **4.14 PEACE OFFICER STATUS BY PRIVATE SECURITY PERSONNEL**

The Minister of Justice and Correctional Services can in terms of section 334(1)(a) of Criminal Procedure Act 51 of 1977 declare an individual to be a peace officer through the notice in the Government Gazette. Among the powers peace officers have are the following: powers of arrest; powers to search; and powers to seize an article suspected to have been used in committing an offence.

Schonteich (1999:36) indicates that in 1984 the USA gave peace officers' powers to in-house security managers (29%) and to contract/private security managers (14%) who were thoroughly trained to perform such peace officers powers including training them on the relevant legislations. This action helped the police because private security personnel who were declared Peace Officers were able to arrest the criminals, capture criminal history information and to transport the offenders to their cells.

In South Africa, the Minister is empowered to declare a security officer a Peace Officer. Schonteich (1999:36) states that a danger of this is that security officers who are declared as

such would always have better advantages over the others who don't have such powers, for example, their rivals in the markets. Schonteich further maintains that the responsibility to declare individuals peace officers should lie with a retired judge in order to avoid possible abuse of power, corruption, and favour of some individuals over the others by the Minister. According to Irish (1999:30), the declaration of security officers as peace officers could be complicated because some security service providers state that their role is to protect their clients and to make profit and not to protect the general public like what the police do. Irish (1999) further indicates that the specific powers the security industry requested were: to have complete powers of arrest as public police have; to have powers of search (for example, searching of people, objects, vehicles) and seizure of articles reasonably suspected to have been used in committing an offence; and the powers to have the right to demand from members of public addresses and names when they see fit.

#### **4.15 FACTORS AFFECTING THE CONTRIBUTION OF THE PUBLIC POLICE IN CRIME PREVENTION**

The public police are having their own challenges which affect their contribution in crime prevention. The main challenge of the police is corruption. Newham and Faull (2011:20-22) conducted a study on police corruption post 1994 (democratic South Africa) where the respondents were police officers. The following were the findings: In 1995, 67% of the respondents indicated that police officials had accepted bribes; in 1996, a similar study was conducted whereby 53% of the respondents indicated that police officials had accepted bribes; and in 2002, 55% of the respondents confirmed that there was corruption generally at various police stations. This picture shed a light that there are issues from the South African Police Service which need to be dealt with if crime prevention is to be successful. If this problem is not solved it might engulf the entire law enforcement agencies as indicated by the research that was conducted in 2002 which revealed that from the 2000 respondents that were used in this study every 13<sup>th</sup> respondent indicated that they witnessed the bribe being given to the traffic officer (Newham & Faull, 2011:21).

#### **4.16 PARTNERSHIP BETWEEN POLICE AND MUNICIPALITIES**

According to Landman and Liebermann (2005: 25), the police are, in most instances, vulnerable to the blame by the public that they do not do their job as expected of them. Landman and Liebermann (2005) further highlight that the workshops that they conducted revealed that the information that the police required for successful arrests are obtained from the members of public. It was also uncovered that the municipalities had a role to play in crime prevention by ensuring that: the vegetation is looked after (cut to the required level) on empty spaces that they have in their areas because the criminals take advantage of that; and all lights are in working conditions at night at all times. The workshop model that was established emanated from the point of view that the residents of the areas know their problems and can be able to come up with the relevant solution to their problems. Landman and Liebermann (2005) state that the prevention of crime needs partnership between municipalities, police, and members of the community. They need to look at the following key areas: the streets in the area including any physical security; including the people in the area to identify their problems and their solutions; and to use the Integrated Development Plan (IDP) at the municipal level to include safety and security aspects to be addressed in the area.

According to Morgan and Homel (2011: iii), crime prevention programmes need to be tackled by different stakeholders from public and private sectors such as PSI. In this way, these programmes are not supposed to be made just a means of formality for reporting about them without having any effect on the community they are aimed to assist. Again, funding should not only be seen to be the only factor that is needed for these programmes to succeed. Morgan and Homel (2011) further highlight that while different role-players have their different responsibilities, it is important for them to share information that enhances crime prevention. For them to succeed they will need support in terms of technicalities and necessary resources. Continuous assessment of the progress needs to be made so that any gaps that might arise should be closed as soon as they arise. Implementation is another important aspect that needs to be looked at. Various drivers (for example, the people making policies, various managers and any official given that authority) should be trained to ensure that they really know their roles in the programme.

#### **4.17 THE ROLE OF MEMBERS OF COMMUNITY IN CRIME PREVENTION**

Organisations do plough back to the communities in which they operate their businesses by doing what is popularly called social responsibility. In this case, members of the community take ownership of the organisation because they benefit from the organisation. In some instances where criminals within the community, which are known to the community, plan of attacking an organisation that sponsors community activities, they get discouraged by other community members. Whisenand (1977:288) talks about broad based community involvement and crime awareness that can be used to achieve sound crime prevention initiative. In this regard, community members need to give their efforts and time in dealing with crime in their areas. In some instances, community members do witness crime taking place in the area and as such they need to report the incidents to the police. O' Block, Donnermeyer and Doeren (1991:403) are of the opinion that community members need to be educated by the responsible police station about their role and contribution in reducing crime. This will help the police as community members are in most instances the first to be called in the crime scene by victims and due to lack of knowledge destroy valuable evidence that police might require in resolving the case. It also commits police to respond promptly when crime is reported so that community members are not getting any chance to destroy evidence. Some communities resort to utilising technological aids such as the CCTVs as a means of monitoring the areas which are mainly experiencing criminal incidents.

#### **4.18 THE ROLE OF MEDIA IN CRIME PREVENTION**

The society has always relied on media (newspapers, televisions and radio) to address important issues affecting them, for example, cultural issues, political issues and crime issues (Rogers, 2006:138). The partnership against crime is easy to formulate from this kind of interaction with the members of the community. All stakeholders should know and understand their roles in crime reduction as well as what to report to the media in order to use media as a best tool in crime prevention.

Journalists will always have an advantage of having a final say in what they will publish since they only report what they want to report on (Rogers, 2006:138). Walklate (1998:6) states that the media at times creates a false picture about crime, perpetrators of crime and the

victims of crime and, as a result, end up giving a total different story from the actual one. In this instance, it is clear that it is about good ethics in terms of accurate reporting of what is happening in the society. From the arguments above, it is evident that media can destroy attempts of fighting crime (by not following accurate reports about crime in the area) and they can, through their reporting, help combat crime as well.

#### **4.19 MISCONDUCT BY THE PUBLIC POLICE AND PRIVATE SECURITY PERSONNEL**

Minnaar (2007b:107) states that the South African Police Service have Independent Complaints Directorate (ICD), which is now the Independent Police Investigative Directorate that deals with irregularities (for example, misconduct) committed by the members of the South African Police Service. On the contrary, the PSI does not have any recognised entity that would do the same with the private security personnel. This is one of the issues that the PSI needs to address in order to be effective partner in crime prevention.

Minnaar (2007c:176) further states that the expectation of contemporary private security is that their members should be able to perform the tasks which were traditionally performed by the police. Some of these tasks are to deal with the risks of security; to be able to profile risks and to analyse it; avoid or reduce crime; to conduct any investigations where the security has been breached; and to ensure that they protect people, information and property of the companies that they protect.

#### **4.20 SECURITY CODE OF ETHICS**

Simonsen (1998:31) is of the opinion that many people in many organisations work towards being ethical at all times. Security specialists are looked at as people who should understand better about ethical considerations because they are expected to be honest at all times. Behaviour of individuals plays an important role in ethics.

The main thing in upholding ethics is to be able to differentiate between “right” and “wrong” conduct. Sometimes there are **organisational ethics** and **professional ethics** and standards that in some instances are contradictory. Employees sometimes put pressure on security specialists to do things in a way that they do not go hand in hand with security ethics but

security specialists end up 'understanding' the situation that they compromise their security ethics (Simonsen, 1998:33). Simonsen (1998:33) further states that if the position you hold within a management team leads you to compromise your security ethics, you better quit that position and get a position that will better enable you to uphold your security ethics at all times.

#### **4.21 NEIGHBOURHOOD WATCH**

Neighbourhood watch has always been tried by many communities in crime reduction. In some instances, it is found to be effective and ineffective in some. Some of the reasons that make neighbourhood watch ineffective is that at times the area has a high crime rate and the residents of the area have become fearful and would end up not participating in the programme that is intended to help them from crime or fear of crime. For this programme to succeed, residents are expected to mark their property for easy identification during times of need (for example, when recovered from criminals). If residents do not co-operate with this effort, it defeats the purpose of the programme. There are some social problems which also contribute in making neighbourhood watch programme ineffective in areas with high crime rate such as: poor housing; high unemployment rate; use/abuse of drugs; high rate of poverty (Federation of Canadian Municipalities, 2000:27).

In most cases, when initiating this neighbourhood watch programme, the people start off by getting volunteers from the community by looking for people who can participate in it. Marketing of the strategy in the community then follows by means of different communication mediums such as: televisions; radios; billboards; news bulletins; posters displayed at workplaces; schools; playgrounds; and articles in community newsletters. In these posters, information such as the importance of participating in the programme should be displayed and contact numbers need to be given as well (Federation of Canadian Municipalities, 2000:35).

Once the programme has members and it is up and running and it is accessible to community members then it can be monitored and evaluated to see if it was meeting its objectives. It is through evaluations that reasons for all successes and failures will be realised. This action



will assist members to plan towards closing the possible gaps in the programme (Federation of Canadian Municipalities, 2000:36). Tilley (2009:86) states that some of the benefits of neighbourhood watch are the following:

- Community members are given an opportunity to report any criminal incident to the police. The police will then conduct an awareness regarding the crime problem in the area or a continuing crime problem.
- Members of the neighbourhood watch place warning signs such as: beware that there is a neighbourhood watch in the area. This will act as a deterrent factor to potential criminals. Therefore, criminals will know that if they commit crime in such areas the chances of them being caught are high.
- Members are also having an opportunity to be advised about how to improve their safety and security at their residential areas in order to protect their properties.
- Members of the community are encouraged to look after one another in places where they live. In this instance, members might be encouraged to form an informal way of social control.

The above points shed light about how effective neighbourhood watch can be in the area. Of critical importance is the relationship between the public members and the police. A very good link is private security personnel in that if, for example, in a suburb there is a security service provider rendering security service in house B and they are not contracted in house A and C, they will automatically extend their guarding duties to both house A and C though to a limited extend because their main responsibilities is to protect house B. This, in practical terms, is in line with neighbourhood watch. At times businesses come to the play by donating for some protection programmes such as patrol services by security personnel in the area or by donating CCTV surveillance cameras.

#### **4.22 THE USE OF CCTV BY BUSINESS AGAINST CRIME**

The use of CCTV surveillance has made it possible for the members of the South African Police Service to get support in crime prevention free of charge. This kind of support is made available by private business sector as another stakeholder in crime prevention in South Africa (Minnaar & Ngoveni, 2004: 47). According to Donald (2009a: 18), the important

features of a data from a video and its capability to be reviewed are directly connected to provide evidence which can assist in crime investigations.

Donald (2009a) further states that essential aspects to look for in video playback are some of the following features: ability to get data that you want; advantage in terms of resizing the picture to your requirement; play controls: one should be able to play, rewind, pause and move from one point to the other; and speed changes: capacity for fast forward will be important. Where the need arises, slow motion will also be of importance; reverse direction: this control will be useful in terms of linking events as to how they began; frame capture capability: the picture should be able to be captured in a frame of a video where it can be recognised: bookmarking points; capability to mark points so that the operator could be able to move to the points that are marked very easily; ability to extract a video to the system that will be able to play it without experiencing any difficulties; the possibility of putting videos in the archives of the system without losing them; password protection: only those authorised to access those systems should be able to do so and those not allowed should be prohibited from accessing them; combination of different features that would allow for different types of search methods in order to be able to avoid watching the whole video unnecessary; and a comfort of having surveillance that is connected to the database of the intelligence device. It is important to know the CCTV dynamics so that when one intends to use the CCTV surveillance system then they know exactly what they should expect of it. CCTV has always been a powerful tool used in crime prevention in different countries and it has a proven success in some countries and failure in others.

#### **4.23 THE USE OF CLOSED CIRCUIT TELEVISION IN CRIME PREVENTION IN SOUTH AFRICA**

Minnaar (2007c:175) points out that the use of CCTV surveillance system in South Africa started many years ago at the refineries of gold and diamond mines. It was later used at the gambling environments such as casinos. Their use was extended to the retail stores in order to help retailers prevent crime effectively. In 1996, President Nelson Mandela requested business to help in crime prevention in South Africa. Business Against Crime came out with a massive rollout of CCTV surveillance systems in different Central Business Districts (CBDs)

(for example, Johannesburg, Cape Town, Durban and Pretoria) in South Africa (Minnaar, 2007c: 176). From December 2013, in South Africa, we saw another effective involvement of the CCTV surveillance system in the Gauteng highways which were included in the massive *e-toll* project (a project that dealt with reconstruction of roads infrastructures). In this project, the users of the roads were expected to register with South African National Roads Agency Limited (SANRAL). Two months after the South African government announced the implementation of payments by the users, many users who did not register with SANRAL complained that they were sent pictures of their vehicles, on the specific lines of the highway that was used, and transactions according to the *e-toll* points that they passed there. The researcher found out from SANRAL how they managed to get details of the vehicle owners and they told the researcher that they got information from traffic departments. This highlighted another successful use of the CCTV surveillance system. One would imagine that if their vehicle was hijacked and used to travel on highways, it would be easy for the *e-toll* system to give the police the necessary clue about where the vehicle went to. Be that as it may, there are many issues around the use of CCTV footages as well as its legalities. Important points regarding the CCTV surveillance were discussed between Dr Donald (CCTV expert) and his team of experts where the following questions were discussed (Donald, 2009b:24):

***Minimum requirement for a surveillance system to be accepted as evidence in a court of law:*** The panel agreed that there were no formal minimum requirements for the CCTV footage to be accepted as evidence in the court of law.

The guidelines which were highlighted were that the footage should be clear enough so that the offender should be able to be identified without any doubts (Donald, 2009b:24). Sherman, *et al.* (2006:241) are of the opinion that technology such as CCTV can be utilised to help gather evidence and that should be appreciated by all the stakeholders in crime prevention.

***Signage indicating that the premises are protected by CCTV system:*** People are not compelled to have a warning sign indicating that the property is protected by CCTV surveillance system. It was further advised that the law regarding privacy of people should be respected in that when there are signs placed saying that the premises are protected, that

would talk to the consent that should be sought to record movements of other people (Donald, 2009b:24).

***Legality of CCTV systems at the workplace:*** The law regulating labour at the workplace should be taken into consideration. Employees should be informed during the time they are being appointed in the organisation about the CCTV system that is applicable at the workplace. The forms should seek for a consent that would allow the employer to use the surveillance system at the workplace for the purpose of investigations of some sort (Donald, 2009b:24). Again, privacy and dignity of people should be protected at all times in terms of section 10 of the Constitution of the Republic of South Africa, 1996. CCTV system is not only there to work against the employees but to help protect employees and their belongings at the workplace as well.

Ngwenya (2012:25) states that in South Africa, CCTV has been used as video and audio recordings evidence in commercial crime unit. It has been allowed as evidence in court as long as it had been obtained “legally, procedurally and it had been managed correctly”. In a nutshell the CCTV in this regard could be used to help crime prevention stakeholders to plan strategies to crime prevention since they will have seen the *modus operandi* of perpetrators. In addition, Ngwenya (2012) goes on to say that in one case where CCTV was used as evidence in court the defence of the accused maintained that the manner in which the evidence was gathered contravened the privacy of the accused.

The court made it clear that the circumstances under which the CCTV was used to gather evidence were not unusual. Therefore, the court used the CCTV as admissible evidence. This confirms the importance of the CCTV surveillance system in crime prevention and as a good tool for providing evidence that can be used in a court of law. The quality of CCTV surveillance system should not be questionable.

#### **4.24 CCTV STANDARDS ACCORDING TO THE SOUTH AFRICAN BUREAU OF STANDARDS**

Barnes (2010:4) states that the CCTV surveillance system that should be used should conform to the guiding standards of the South African Bureau of Standards (SABS). While Barnes highlights that these guiding standards were aimed at the use of analogue technology in the past ten years (in the 2000s) and they needed to be amended to meet the current (2014) demand of a digital technology. The following South African National Standards have been in use in South Africa:

- SANS 0222-5-1, CCTV surveillance system that is used in security purposes;
- SANS 0222-5-1-1, Operational requirements;
- SANS 0222-5-1-2, Requirements of design of system;
- SANS 0222-5-1-3, Planning of installation and the requirements of implementation;
- SANS 0222-5-1-4, Testing, commissioning and the requirements of handover of a system; and
- SANS 0222-5-1-5, Requirements of maintenance.

National standards and strategic placement of the CCTV surveillance system are very critical in crime prevention. For example: Neville (2009:22) points out that a British government had initiated a project whereby one (1) million cameras were placed around Britain to protect crime but they did not achieve the goal that they were supposed to achieve because they were not strategically placed. According to Neville (2009), the CCTV surveillance systems will be useless if they are not strategically placed to help in an effective way in crime prevention.

Neville (2009) further indicates that the public police would need a strong and vibrant partnership with other stakeholders in crime reduction, highly sophisticated technology included. The bottom line would always be that the public police would at the end, when CCTV system is clear enough in terms of footages, be able to conduct their investigations about the crimes committed using the footages. They would need to be able to identify the offender from the footage without any doubts. It would also be appreciated if the video footage would be able to produce the footages that could easily be able to even generate a good picture of the offender in order to utilise the media to get the offender in some cases.

South Africa is not the only country that has been using CCTV surveillance system in crime prevention. For example, Australia and Britain are also using the CCTV surveillance system in crime prevention.

#### **4.25 THE USE OF THE CCTV IN CRIME PREVENTION IN AUSTRALIA**

In Australia, National Code of Practice of the CCTV surveillance system was designed and extended to the wider transportation system by the government where the main objective was to monitor the criminal incidents taking place within the different deserving transportation environments. However, the system was not obligatory and it was not without some challenges because it was pointed out that the complex situation of the targeted areas were wider, which impacted negatively on the effectiveness of the CCTV surveillance system (A National Approach to Closed Circuit Television, 2006:6). The system was also intended to, among others help fight terrorism in different areas since it was a national problem that the crime prevention initiatives should also cater for. In Australia, the CCTV surveillance system should be used in line with the Best Practices such as Best Practice Guidance; Best Practice Software; and Best Practice in CCTV installation.

#### **4.26 CCTV BEST PRACTICE**

CCTV should conform to the best practices which are available for that purpose. Best practices help users with the guidelines in terms of how things should be done if they are to be done efficiently and effectively. According to Cambridgeshire Constabulary (2014: np), the following may be followed as the CCTV best practice:

**Lighting:** The security lighting should be available and effective at all times (day and night) around the area that should be monitored or protected. The CCTV camera should be able to operate from that lighting.

**Cameras:** The CCTV cameras may be in different forms such as: mobile; static; and combination of static and mobile. The cameras are placed according to the requirements of the user in terms of the purpose they should serve by being implemented.

**Quality of images:** The images produced by the system should be clear in terms of the output. For example: the picture of the person identified should be clear; the action performed

by the person identified should be clear; and the area where the action takes place should be clear.

**The monitor:** The system should have a monitor where the operator could be able to observe the activities that are taking place under the surveillance of the CCTV camera.

**Detection:** The CCTV camera should enable the operator monitoring it to detect the suspicious objects, persons, actions or movements.

**Recognition:** The picture of an individual that is seen on the system should be identical to the actual picture of the individual. In other words, there should be no doubts about the picture on the surveillance system and the actual human being compared with.

There are various types of recordings and the manner in which the recorded information is handled. **CCTV Recording methods:** There are different types of the recording system which is the one that records continuously (real time); the one that only records when there is an activity (time lapse); and the one that has the capacity to do new recordings over the older recordings in order to preserve information (loop frame store).

**Digital recording:** There are various methods that can be used to store data such as on DVDs. These methods are popular since they are in line with the recent technology in the security markets. They are also easy to record data on them.

**Video cassettes:** Video cassettes are also used to record incidents captured from the activities that took place under the surveillance of the CCTV camera. This video cassette may not be reused for more than 12 times. This may differ from one environment to the other.

**Handling of video tapes:** There should be a specific manner designed for handling the video tapes which are used to record incidents. Every time a specific video tape is used it should be recorded in a specific register. The tape should be protected at all times and all the people who are allowed to access it should be able to reach it. It should be recorded if it is needed for any purpose by anybody, including the security manager. The Operator should at all times ensure the following: that the video tapes are regularly checked for accuracy in terms of time,

date and clear footages; and that the CCTV plays correctly and they reflect pictures as expected. After all, the standards and best practices of the CCTV surveillance system are good aids to crime prevention. They should enable positive prosecution of cases presented before the court of law.

#### **4.27 THE EFFECTIVENESS OF THE CRIMINAL JUSTICE SYSTEM**

The crime prevention stakeholders through the use of the top technology may play their role in creating a safer society but it all ends up with the effective Criminal Justice System. Different people have different views about the Criminal Justice System anywhere in the world. For example, in the USA, it was found that the politicians and the members of community are fond of complaining about the Criminal Justice System that it was not dealing effectively with crime problem (Jones, 2003:53). This problem is not only unique to the USA. Schonteich (2004:56) points out that in South Africa the Criminal Justice System has no capacity to adequately deal with the crime issue that is facing the country. This was said to be created by many aspects such as: the police are overworked; the cases which are sent to the courts are not properly investigated because the investigators are also overworked; and the courts are also overworked. For example, in 2002 alone, there were 1.1 million cases that were dealt with by the courts in South Africa.

Of 1.1 million cases, 51% of the cases were withdrawn; 40% of the cases were successfully prosecuted; and 9% of the cases were acquitted. Sanders (2010: 35) shed a light that the aims of the Criminal Justice Systems should include the following: crime prevention; reducing the chances of the suspect to re-do crime; sentencing of the perpetrators of crime; showing respect to both the victims of crime and the witnesses in the case; ensuring that the people who are not found guilty are protected; ensuring that the members of public do maintain trust in the Criminal Justice System. Nevertheless, public police cannot be everywhere at all times and that has a negative impact on the crimes that get reported to them because at times evidence is not adequately given when these crimes are reported.



#### **4.28 CONCLUSION**

It is ideal to let all stakeholders to crime reduction, especially police and private security, to firstly, know how important they are to each other. In this way, it will enable parties to realise that they really need each other and as such they only need to come up with strategy of working together. Secondly, if there is cooperation between the police and private security, it will be easier for them to defeat crime. In this way, they will have a chance to take stock of their successes and failures if any of them was experienced. Thirdly, members of community should be involved to help them (private security and public police) reduce crime by reporting it when they witnessed it. This will broaden the notion of partnership policing including involvement of community members. A sound partnership policing will need to be entered into by all stakeholders. Clear guidelines in relation to how all the parties to partnership policing should play their role should be outlined. They should be understood by all stakeholders.

In this Chapter, a few examples of partnership policing between the private security and public police were highlighted such as the ones in Brazil, USA and the one used by the British government. In essence, the basis for these partnerships was found to be more or less the same and they were formulated on the same ideas being to get private security and public police to work together in reducing crime.

What came out strongly was the close connection that the police and private security needs to have in working towards the same objective. Security employers play a key role in the partnership policing by making their resources (e.g. security personnel) available for enhancing effective partnership policing. From the partnerships that were discussed, it came out that at times things did not go well at the initial stage but then everything came under control all of a sudden after something happened such as replacing the weak link in the system (for example, the new security manager was appointed and the partnership policing got off the ground and bore fruits).

The CCTV surveillance system as an important tool in crime prevention was also alluded to. Its importance, failures and successes were highlighted. The national standards and best

practices of CCTV surveillance system were also unpacked. The quality of CCTV surveillance system in presenting a valuable evidence for use in the court of law was also looked into and the different types of CCTV system were also discussed.

## **CHAPTER FIVE**

### **THEORETICAL FRAMEWORK**

#### **5.1 INTRODUCTION**

Crime needs different approaches in order to deal with it effectively. In this chapter, the three theories are examined which can be followed by various stakeholders (specifically the private security, the police, other law enforcement agencies and the members of community to name but few) to reduce crime in South Africa. The three theories are: Situational crime prevention theory, Crime Prevention Through Environmental Design (CPTED) and Social Control Theory of Delinquency.

The link between the three theories in their role to combat crime in the South African context is clearly outlined. Some of the international benchmarks are made in order to draw differences and comparisons. It is imperative that when the South African government wants to make a severe impact on the battle against crime then all stakeholders' roles in combating crime should be acknowledged, capacitated and sustained. Continuous monitoring of the performance of the stakeholders in their respective tasks should always be maintained. Possible gaps in the collaboration between all the parties to crime reduction should be closed immediately as and when they are experienced.

One of the major socio-economic problems apart from unemployment that South Africa faces is crime. At times the criminal statistics are high in some crimes while sometimes they are low in other crimes. In fact, the statistics fluctuate in accordance with the criminal incidents recorded. The fact that remains is that the figures remain unreasonably high well at 2 million recorded criminal incidents per annum in 2013 (South African Police Service, 2013:5). This point was well argued in the previous chapters.

#### **5.2 SITUATIONAL CRIME PREVENTION**

This theory is aiming at creating a situation whereby chances that enable criminals to commit criminal acts are decreased (Newman, Clarke & Shoham, 1997: viii).

In other words, the conditions are made extremely difficult for perpetrators to commit crime in any specific location at any given time. Perry, Mc Dougall and Farrinton (2006:114) are of the opinion that while one deals with situational crime prevention one should at the end achieve an objective whereby the risks of being caught are maximised and the benefits for committing crime are reduced. This is mainly realised by, for example: effective access/egress control or by the street surveillance systems (for example, Closed Circuit Television cameras) that are effective.

Shafteoe (2004:80) states that the political support is of vital importance in finding mechanisms for combating crime in the society. Shafteoe (2004) further indicates that in some years ago (for example, around 1970s), various states put in place some preventative measures in order to promote situational crime prevention and some of them were as follows: Making a target of crime hard to reach by applying some physical security control measures around it: These measures would include, among the others, the following: fence which is reasonably higher for effective outer protection of the facility, effective street lights so as to expose any irregular activities at night, surveillance cameras for detecting and recording suspicious movements, boom gates for effective access/egress control into or out of the facilities, turnstiles for a more controlled access control with time management aspect, alarm systems for intrusion or panic identification et cetera. The physical security measures should include technological measures. The technological measures should be connected to the private security company protecting a specific area and to the local police station as well as to the sector policing vehicle allocated to the area.

**Removing the target of crime when it is more vulnerable:** This refers to taking steps for being *proactive* in crime prevention rather than being *reactive* for example, remove the laptop on the passenger seat when driving a vehicle around a busy area with too much traffic, malfunctioning traffic lights or where roads are under construction in order to avoid smash and grab.

**Removing the instruments for committing crime:** for example, good control of firearms: Some private security companies are of the view that when they render armed security

services, they would expose their employees to murder because criminals would just shoot them when they would need to attack them, when they would need to disarm them or when they would need to attack areas where they are rendering their protection services.

**Decreasing the chance of buying and using for the stolen items:** Some cash-in-transit companies are putting a dye on the money that they collect so that when criminals rob them the dye should spoil the money. Conducting awareness programmes to public members to have an identification mark on their items for easy identification should they be stolen and about buying stolen items and the consequences thereof.

**Visibility of public police or private security:** Private security would always be the eyes and ears of public police whereby they would report immediately to public police any criminal incidents they would have experienced.

**Making use of the members of community for neighbourhood watch:** Programmes such as know your neighbour, blow your whistle for help from neighbours when under attack by criminals and if it is possible to do so, inform your neighbours when you go away so that they can easily spot any strangers in your premises.

**Making use of the employees in the organisation to control crime:** This entails employing security guards to perform protective tasks in the organisation.

Felson and Boba (2010: 200) clearly state that the most important thing about situational crime prevention is that the identification of less expensive and more effective ways of preventing crime such as making sure that the surrounding is safe; establishing proper procedures to be followed in order for people to be safe; and by ensuring that a protected product is developed in an effort to discourage crime or fear of crime in business context. In addition, Felson and Boba (2010:200) state that as much as inexpensive ways could be looked at with a view of preventing crime, they can also have a potential to intensify crime when not properly implemented. This entails installing CCTV system that cannot even be able to clearly identify a person who is committing crime and it cannot help the police in the investigations. People will continue to commit crime because they will know that the

surveillance system is ineffective. So, it is more a question of balancing the interests between the costs and risks that one is facing. Any quality work will need more money to go into it until crime is minimised.

Rogers (2006:131) states that there is a concept of '**displacement of crime**' that is brought about by situational crime prevention. This concept clearly refers to the way the situation turns around when efforts are made to make a situation difficult for a criminal to commit crime in a specific environment. This implies that when criminals target certain items and security around them is tight, they end up attacking something else. Here, it is clear that any item at that time that might be vulnerable would suffer a criminal attack. The location might be the same but the target might change as a result. This might give us a clue as to why the crime levels in South Africa remain high. The crime levels might be high because of crime displacement as a result of situational crime prevention theory in some areas.

Rogers (2006:133) also brings to the fore another concept of '**diffusion of benefits**' as a result of putting situational crime prevention theory in practice. This concept implies the presence of security measures in a specific location near vulnerable areas, making the vulnerable area to benefit from such security measures. Example of this may be where there is a security guard at one's residential area and there is none at the adjacent house, the adjacent house will also benefit from the presence of the security guard.

### **5.2.1 Complications of situational crime prevention theory against human privacy**

Newman *et al* (1997:208-210) state that situational crime prevention has its own way in which it affects people who are obeying the law since they come across security measures which they really do not need. For example: placing a camera in the passage of the toilet area or at the door where women complained about people harassing them in toilets (Newman, *et al.*, 1997:210). However, in this case, when a camera is put as a countermeasure in those toilets, special measures would need to be followed such as a notice outside the toilets that there is a camera monitoring activities in the toilet passage, not in the private area itself. This will assist members of public to choose whether or not to use that toilet. Here the issues of privacy, security precaution as well as individual freedom are being addressed though some

people might not be comfortable with it. It should be borne in mind that placing a camera in a toilet is a highly sensitive issue that should be approved through evidence that it is needed because crime is really a problem in that area. These are some of the complications that crime can create and the countermeasure in the form of situational crime prevention may build on.

### **5.3 EFFECTIVENESS OF SITUATIONAL CRIME PREVENTION**

Clarke (1997:27) states that the situational crime prevention theory is over 50% effective in terms of crime prevention while not denying some of the ineffectiveness at times. According to Clarke (1997), some of the reasons why situational crime prevention fails are: lack of technical and administrative capacities where they are required; some security control measures are easily attacked and overcome by the criminals; there are technological measures for protection but they are not used effectively; at times where there are tight security measures, people get tempted and attack the target; at times some security control measures anticipate crime instead of preventing it (example: an alarm system that is going off from time to time even if there are no intruders on site. The minute the response officers do not give that site a priority anymore, criminals launch their attacks because they know that the response officers will take time to attend to it); and sometimes poor advice from the security consultants to the users of security measures results in more attacks (example: security consultant gives an advice that all security officers guarding the shopping malls should be armed. Well trained criminals disarm and kill them and further commit robberies in the shopping mall).

The above reasons shed light that when situational crime prevention theory is taken into consideration, all the aspects about it should be noted. The main reason to look at this theory is to help combat crime and not to worsen it. So, any measure that should be put in place should live up to that notion. If they do the opposite it should be clear that they are not fit for the purpose and therefore should be avoided. That is why it is always important that before a measure is considered it is firstly assessed.

Crime is a complex thing to deal with. It is because of this reason that not only one approach is adopted but many. For example, while situational crime prevention theory is dealt with,

another important theory of crime prevention through environmental design comes to the fore. This theory concentrates more on the environment where crime takes place and some form of action needs to be taken in order to reduce this crime.

#### **5.4 CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN**

Crowe (1991:40) explains Crime Prevention Through Environmental Design (CPTED) as appropriate plan and successful use of the environment surroundings in an effort to decrease crime and the fear of crime whereby people's lives are made better and free from crime. Shaftoe (2004:79) is of the opinion that if social issues (for example, economic development, housing deliveries, creation of jobs and maintenance of the infrastructure) are not attended to, CPTED will unlikely succeed because these factors contribute negatively to crime prevention when people complain about them. Auerbach (2006:342-343) states that the following three main classifications can be used in CPTED:

- Mechanical measures - Physical security including technological security measures are put in place in order to build a well-integrated security system. One would not only need mechanical measures to be in place in order to render effective protection in an environment.
- Human and/or organisational measures - "Awareness" needs to be conducted regularly so that people know about what is expected of them in order for them to be safe. Fennelly (2004:66) indicates that awareness can be addressed through media. In addition, Fennelly (2004) also states that once awareness is promoted and the community has knowledge on crime prevention, then they will be able to participate in the local programmes. It is of the utmost importance that citizens participate in their security though not many buy into this idea in most instances. It is important to note that few measures play a role in organisational measure such as: patrol by public police or private security; using people in the community for the purposes of security, who will be able to report to the local police any crime they experienced in their area.
- Natural measures - Here the use of space in an environment is made such that it is only used for the purpose it should be used for and deter crime on the other hand.



#### **5.4.1 Strategies of Crime Prevention Through Environmental Design**

Crowe (1991:30) identifies three related strategies which are important when dealing with CPTED. **Natural access control** - physical security measures are put in place which would prevent criminals from gaining an unauthorised entry into the premises or restricted space. Natural vegetation can also be considered to be put in place here. All physical security measures should be considered in accordance with the risks the facility concerned experiences. **Natural surveillance** - People (for example, police, security officers, tenants) are expected to ensure that if there are trespassers or any form of misconduct in a specific area they are located; and **Natural territorial reinforcement/boundary definition** - Owners of properties or people in charge of properties have to ensure that measures are put in place which would be able to identify any security breach in the facility.

The above CPTED strategies are important because they link well with the Situational Crime Prevention theory. This shows that the two theories can be applied in crime prevention. Of critical importance is the fact that CPTED is concerned with the 'environment' itself and the Situational Crime Prevention theory is concerned with the 'actual situation' which can as well be in the environment. If the CPTED strategies are modified in line with the tight security, the end product will be to make a situation a bit difficult for the criminal to commit crime hence conforming to the Situational Crime Prevention theory.

#### **5.4.2 Elements of Crime Prevention Through Environmental Design**

Maintenance and Support activity are the two distinct elements of Crime Prevention Through Environmental Design.

**Maintenance:** This particular phenomenon is mainly based at how the lawful occupier of the property should keep the property and its surroundings. Care should always be taken to ensure that small problems emerging around the property (for example, grass growing higher around the property, trees growing in such a way that the clear view from the house to the street is obstructed) are attended to. In this way, the theory of **Broken Window** will be upheld where small things are considered which might lead to people to commit crime. General Guidelines for Designing Safer Communities (2000:8) states that it is the duty of the

property owners to keep good maintenance of the property and that well written standards should be adhered to at all times.

**Support of activity:** An environment which has building facilities is modified in a way that it is made safe so that the chances of a criminal to attack such building are made so difficult that they end giving up their intentions of committing crime. At the same time, the risk of arresting a criminal should the offence be committed is highly increased. It is stated that CPTED mainly deals with the deterrence to commit crime rather than preventing the commission of crime.

#### **5.4.3 Effectiveness of Crime Prevention Through Environmental Design**

The success of CPTED is appreciated when the people who are intended to benefit from using this measure are experiencing its existence and importance in combating crime. These people are, among others, law enforcement agencies, community activists and land managers. CPTED needs to be seen to be complementing other security measures that might be put in place in any environment. In other words, it needs to be a very important link in the chain.

#### **5.4.4 Barriers to accepting Crime Prevention Through Environmental Design**

According to General Guidelines for Designing Safer Communities (2000:8), there are barriers which impact negatively to accepting CPTED in any environment. The following are the factors which are mainly experienced:

**Limited or lack of knowledge of CPTED:** At times, people who are involved with important issues like designing of an environment or managers of land as well as members of the community have limited or no idea about the CPTED. In this way, efforts need to be taken to equip them with this necessary knowledge.

**Change resistance:** At times, the people choose to stick to their own old ways of doing things and as such ignore to consider the importance of incorporating CPTED at the planning phase of an environment.

**Displacement of crime:** Other people hold an opinion that CPTED has only to do with displacing crime to the next vulnerable area and that it does not completely prevent crime.

**Existing buildings:** One other barrier is that there are many buildings which were built but during the time they were built, the planners did not consider CPTED as another measure for security. In this way, if you only have to think about CPTED at a later stage, it is difficult to modify an existing building.

This study is more concerned with crime prevention and suitable approaches to crime prevention such as using partnership policing initiatives. Focus is on the criminals or potential criminals. An emphasis is made on the youth and their criminal conduct. The reason of this is because youth offenders is becoming a concern in South Africa right from the school level where youth start by using or abusing drug or alcohol and ultimately become a big community problem.

## **5.5 SOCIAL CONTROL THEORY OF DELINQUENCY**

Social control refers to the situation whereby organisations or members of the communities have the capability to have their customs useful. It is further highlighted that where social control is in place e.g. the family, public opinion, law, belief systems, education, customs and religion, people behave in an orderly manner and when there is an interference with these factors, criminal behaviour results (Carey & McAnany, 1984:93). Carey and McAnany (1984:110) further state that children who are closely connected to their parents had more chance of being closely connected to the peers and the authorities at the school. In the same breath, they warn against the children who are having too close connection to peers than anybody else that they might end up leading these children to commit crime because of bad opinions. Conklin (1981:229) indicates that children who are troublesome tend to have friends who are also troublesome. All these factors have nothing to do with the racial background of an individual. They affect all members of the community across the board.

Carey and McAnany (1984:113) make reference to disconnected boys who drop out of school because they do not do well and resort to crime and experience rejection in the community. These are the boys who would know precisely what the law requires as well as the weaknesses in the law. They often first look at the situation if it would permit them to commit crime and once they would be satisfied that they would not be noticed, they would definitely

commit crime. The only thing they would be afraid of would be a penalty for the offence they commit.

Conklin (1981:228) is of the opinion that the more the child is closely connected to his/her parents (mother or father), the lesser the chance of the child to resort to criminal behaviour. Conklin (1981) further states that it is not about the parents being physically there when the child decides to commit crime but for the parents to be psychologically there when the child concludes to commit an offence. The influence and the moral guidance from parents to the child would always remain within the child. Conklin (1981) further states that the children who are doing well at school have less chances of resorting to crime since they are closely connected to the school and the teachers. They would obviously obey instructions from the school authorities. Surely, they would have learnt that kind of conduct from the parents and they would take it to the school.

## **5.6 CRIME PREVENTION TOOLS THAT MAY BE APPLIED IN LINE WITH CPTED, SITUATIONAL CRIME PREVENTION THEORY AND SOCIAL CONTROL THEORY OF DELINQUENCY**

The three theories which are mentioned above have a direct relevance to combating crime in South Africa. They can be interrelated in the way they can be used to achieve a common goal of reducing crime. It does not matter which one is followed first.

### **5.6.1 Closed Circuit Television and crime prevention**

Masuku (2003:21) states that the Closed Circuit Television (CCTV) system is mainly considered by most businesses in South Africa for crime prevention purposes. These CCTV systems are mainly placed at areas which had been found to be problematic, that is, where crime had taken place quite often. Where the installation of CCTV system was in place in any specific area, crime was found to be reduced. Users of this product would normally prefer a centralised place where the system would be monitored from, for example, in the Johannesburg Central Business District (CBD). Business Against Crime (BAC) would normally choose Carlton centre building as a monitoring point. The system was mainly used by the businesses in the cities in South Africa and the people at the suburbs around

Johannesburg. The effectiveness of the CCTV system is observed where crime is noticed and an armed response vehicle is alerted of such offence and they respond quickly to the area.

If more back up is needed, the members of the South African Police Service would be called for that purpose. While CCTV system is an effective tool in reducing crime, it needs to be maintained as well so that it continues to give quality footages that can be used as evidence in a court of law. This aspect conforms to both CPTED and Situational theories.

#### **5.6.2 Enclosed neighbourhoods in other areas in Gauteng**

Landman and Liebermann (2005:22) state that there are communities that requested to be enclosed by means of fence or wall for safety and security reasons. This enclosure is normally done in order to restrict access and egress of the people and vehicles into and out of the area. Again, it is normally followed in order to reduce access or egress points going into or out of the area, for example, one would enter the area through the same point they would use to leave the same area and not to go through the area as the road may allow. It was found that in 2005, there were about 49 neighbourhood enclosures which were legal and 188 enclosures which were illegal in Johannesburg city (Landman & Liebermann, 2005:22). There were some applications which were still made by the residents. On the other hand, during the same period, Pretoria (City of Tshwane) had about 75 applications for enclosure. Landman and Liebermann (2005:23) further indicate that the private security companies which render services at these gated communities confirmed that the enclosure led to reduced crime in the areas where they were in place. Some examples of areas where the enclosed neighbourhoods were in place were: Sandton; Parktown; Parkhurst; and Rosebank.

One observed that the areas where gated communities were in place were mainly suburb areas around Johannesburg and therefore what about areas like Soweto, Katlehong, Kagiso, Munsieville and others? Therefore, there is a challenge that some security measures are used in some areas and not in others, thus creating fortified and vulnerable areas. It is because of that reason that the gated communities in Gauteng are faced with problems such as delaying transportation when people use public transport to and from work. This aspect takes place under Situational Crime Prevention theory where chances for perpetrators to commit crime

are made difficult and risks to be caught are increased. At the same time, the residents ensure that the environment is also looked after such as regular maintenance of grass in open spaces and street lights are working at night. This particular environment finds its expression in CPTED.

### **5.6.3 Security personnel**

Security guards are mainly manning access/egress control points in gated communities. There are also armed response officers who are called upon when crime is witnessed by security officers or members of the community. There is a security company that is normally contracted to render such security services to the community and it offers the two main functions and is in line with both Situational Crime Prevention and CPTED theories. It could be ideal to combat crime by following crime prevention theories and a suitable partnership policing model that is recommended at the end of this thesis.

## **5.7 CONCLUSION**

Crime Prevention Through Environmental Design Essentials (2005: 15) clearly states that CPTED and Situational Crime Prevention Theory seem to have the same way of responding to crime and the fear of crime. On the other hand, Social Control Theory of delinquents creates a dire need for both CPTED and Situational Crime Prevention theories to be in place in order to deal with crime effectively. The reason for this is simply that delinquents commit anti-social behaviour forming crime. This chapter dealt with the three theories and what they expound. It remains clear that crime will need theory to be dealt with because theory will guide some activities in crime prevention as illustrated in these theories. Security control measures that will need to be put in place in response to the crime problem should be equal to the task of protecting assets, information and the personnel of the organisation properly. Some of the security control measures such as CCTV system, enclosed neighbourhoods and security personnel were dealt with. On the other hand, it should be borne in mind that no single security or crime/loss problem will need the same solution at all times. This is mainly because the risks are dynamic and various areas have various levels of risks.

The three theories are important and interrelated in combating crime. The theories have also different points of focus in crime prevention. It is also important to follow the relevant theory that will enhance the efforts by stakeholders to reduce crime. The theories that were discussed can also be employed while following different steps of the proposed model at the end of this thesis.

## **CHAPTER SIX**

### **RESEARCH METHODOLOGY**

#### **6.1 INTRODUCTION**

This chapter outlines the research methodology that was followed in carrying out this study. The units of analysis in this study are the members of the PSI at the operational level and at the top management level, and the members of the South African Police Service at operational level and at the top management level.

One-on-one interviews were conducted with the top management levels from both South African Police Service and PSI. Questionnaires were completed by the members at operational levels from South African Police Service and the members from PSI. Focus group discussions were only used by the researcher in order to make the researcher familiar with the topic being studied.

#### **6.2 RESEARCH APPROACH**

The researcher used mixed methods approach by using both qualitative and quantitative research methods. This enabled the researcher to collect as much in-depth and diverse information as possible. Triangulation was used to bring together (synthesise) the collected information. This allowed the researcher to observe reality from different sides (perspectives) bringing them to the same point (synthesised conclusion) (Berg, 2004:5). The main reason for using the triangulation method was to ensure that what one method could not uncover might be uncovered by the other method during the study. The data obtained from the respondents was coded and inputted on datasheets in Excel in order to group and categorise themes to make sense of and add in-depth interpretation and meaning to the collected information. Field notes were also made during interviews, regarding respondents' opinions (Herbert, 1990:56). The approach was such that the researcher was seeking to come up with a scientific solution based on practical from-the-field research findings for the crime problem facing the country.



## **6.3 THE RESEARCH DESIGN**

The research methods which were used in this study were as follows:

### **6.3.1 Qualitative research**

**One-on-one interviews:** According to Maxfield and Babbie (2012:175), one-on-one interview is an effective data gathering tool because it minimises the problem of unanswered questions from the participants and it has high percentage (80% - 85%) of response rate.

One-on-one interviews were conducted with the management of selected private (contract and in-house) security service providers from Private Security Industry (PSI) and the management of the South African Police Service (SAPS). Twenty (20) police stations and twenty security organisations/companies participated in the study. From (20) police stations, the researcher interviewed 37 people from the levels of the Station Commander and the Operational manager /Visible Policing (VISPOL) head. The reason to interview high ranking officials (from both SAPS and PSI) is that they are involved with the strategic decisions at their organisations. From 20 private security organisations, the researcher interviewed 30 people from the levels of the Chief Executive Officer/Managing Director and the Operational Manager.

According to Davies, Francis and Jupp (2011: 65), the researcher should determine where the interviews will take place. Some of the areas to choose from would include: the place of work of the participant, at home or any neutral place. In this study, the researcher chose the place of work of the participants to be the venue where the interviews would be conducted. The reason for choosing the place of work of the participants is that the researcher wanted the participants to feel free. All the one-on-one interviews were conducted at the workplace of the participants.

Henning (2004:74-75) states that flow of the in-depth interview should cover the following aspects:

- Setting the scene: the interviewer explained to the respondents the research topic and the aims of the study itself. The interview procedures were also explained to the participants.

- Interview questions: the interviewer presented the respondents with the prepared questions or interview schedule (**Appendix A**) which were asked during the interview.
- Beginning of the interview: after the researcher clarified the purpose of the study and the interview procedures, the interview started. The researcher asked questions and got the responses. If the respondent needed that the researcher should repeat the question, the request was granted. Similarly, when the researcher needed clarity from the response of the interviewee, he/she obliged. The process was conducive for two-way communication throughout the interviews which were conducted.
- Recording machine: during the time of the interview the researcher constantly checked the recording machine. The machine was used with permission from the interviewees. Notes were also taken to complement the recording machine during the interviews and to record other aspects which the machine could not record such as the body language.
- End of the interview: at the end of the interview, the researcher always summarised the interviews so that the respondents could have an opportunity to correct where it was needed. During the process of summarising, the interviews the researcher observed the interviewees nodding their heads. The researcher then asked the interviewees if they agreed with the summaries and they confirmed. The researcher then thanked the interviewees for their participation.

The researcher used open-ended questions to conduct the interviews. In this way, the respondents were free to provide their own responses to the questions which were asked as clarified by Maxfield and Babbie (2012:163).

Henning (2004: 76) states that it is important for the researcher to transcribe data at the earliest opportunity after the interview so as to familiarise himself/herself with the data. This would make an analysis process easier at a later stage. In this study, the researcher conducted two interviews and transcribed data daily.

**Focus group discussions:** The researcher undertook the route of conducting focus group discussions with the participants in order to gain more understanding about the topic and to help the researcher to formulate the research questionnaires and interview schedules in order to answer the broader research questions in the study. These focus group discussions were arranged at a specific place (UNISA) for a number of individuals. According to Dantzker and Hunter (2000:79), this action normally takes place when the researcher follows structured way (for example, using the questionnaire) or unstructured way (for example, using brainstorming exercises). In this study, the researcher adopted the former. Four focus group discussions were held with the participants. The participants were members of the South African Police Service and the members from the PSI. The participants were purposively selected to participate into the study. The reason for using this type of sampling is that the researcher intended to include in the study only the people who are involved in either SAPS or PSI and excluded the ones who were not involved in these two entities. All participants of focus group discussions only participated once. The researcher used (through permission from the participants) digital recording system to record the interviews and later transcribed the interviews. The researcher also made notes in case the recorder could not function properly. The four focus group discussions were held as follows:

*Two separate focus group discussions:* One focus group discussion was conducted among the members of the police (15 members). Another focus group discussion was conducted with the members of the private security (15 members). These discussions were conducted separately among members of the police and members of private security.

*Two combined focus group discussions:* Two focus group discussions, with different participants, were held with the members of the police and the members of private security together. This means that in one discussion group, the researcher had 16 participants (8 members of the police and 8 members of the private security). The second discussion group also had 16 participants. Every time the researcher held discussions, the new participants were involved. All the participants who were selected to participate in focus group discussions were only participating once.

In these focus group discussions, participants were free to share their experiences, their feelings and opinions as alluded to by De Vos, Strydom, Fouche and Delport (2011:360) as well as Semmens in Davies, Francis and Jupp (2011:65). In the process, some participants were nodding their heads while others were responding and others were only listening. It is of critical importance that the reader is informed that the focus group discussions were solely used for familiarising the researcher with the title. The researcher coded data and categorised it into themes. The data were then analysed using univariate (examining one variable at the time), bivariate (examining the relationship between two variables) and multivariate (examining the relationship between two or more variables) analysis (Dantzker & Hunter, 2000:178).

From the focus group discussions which were conducted, the following responses capture the issues which were raised by the participants:

*The private security and the police have almost the same objectives. We know that as private security we should be able to write statements and know the court procedures when testifying in court. If we have untrained security officers, they can destroy the evidence in crime scene. If there is to be a good partnership then **Private Security (PS)** needs to be trained effectively so that they are effective and efficient when performing their duties. It is easy with the SAPS to deal with the training issue. They are taught uniformly at Police Colleges nationally. PS undergo different training by various training providers. Some buy certificates. If we can have a standard of level of training by PS. PS are not well trained. Level of training is not equal. I know of some companies who take a person from the streets especially from “Venda” and put them at the duty point. Even managers are put into positions without any training. Police are trained.*

*Government have no control of PS in this country. This makes it difficult for PS to have ethics and standards. PS is mainly controlled by foreigners. Even the employers in the industry, are mainly foreigners. There are a lot of PS companies in SA. Some of the companies are ‘fly-by-night’ security service providers*

*Security officers are called names e.g. in Tshwane University of Technology (TUT) where I was working. People would call us “Grade E, Grade E...” People undermine security.*

*People perceive security as somebody who can’t think. Even in government, security is undermined. Security is known to be people with baton, open the gate and that is it. SAPS and PS have the same criteria, they both need matric to enter their jobs. Weaknesses on PS: Lot of foreigners. They do not check if a person qualifies for the job. These people, mainly people from Zimbabwe, get mistreated.*

*People differ in terms of their perceptions towards PS. I told employees where I work that the only time they need security is when they have a problem. Blacks are the one undermining PS. Whites have respect for PS. Maybe it is a stigma from previous government. It left a legacy of people undermining security.*

*We in SAPS undermine the PS. We look at them as the lower people. Yes, whites appreciate the role of PS. Maybe because blacks, mainly, did not afford PS services and they never developed that respect for the private security.*

After the focus group discussions were conducted the researcher used the information from the focus groups to reformulate the research questions. The questions were then asked in the survey questionnaires and interview schedules which were used to collect data for the study.

**Literature review:** Henning (2004: 27) states that the researchers use literature review in order to support their arguments in the research that they conduct. For the purpose of this study, literature review (e.g. books, journals, articles, annual reports, dissertations, theses, newspapers and the internet websites that dealt directly or indirectly with the roles of private security personnel in combating crime effectively) was considered. In this way, the researcher got an opportunity to contextualize any empirical work as pointed out by Davies *et al* (2011:79).

Nardi (2014:33) states that organising a good structure of literature review emanates from a well formulated summary of the research goals, the focus of the study and the theoretical framework that the study seeks to achieve. Nardi (2014:33) further states that the research questions may then be used to design the themes which will address the research goals.

### **6.3.2 Quantitative research**

Survey questionnaires were used in the study. According to Davies *et al* (2011:63), questionnaires can be used for both quantitative and qualitative studies and it normally depends on the way questions are asked. Maxfield and Babbie (2012: 167) state that the questionnaire should be clear in terms of questions posed to the respondents. The questions should not confuse the participants. In this study the researcher asked one question at the time. The importance of making use of questionnaire is that it helps the researcher to ask the same question the same way to all the respondents (Davies *et al*, 2011:63). A survey questionnaire was designed and distributed to the sample of the selected private security service providers (**See Appendix B**) and the members of South African Police Service (**See Appendix C**). Three hundred (300) questionnaires were distributed to the operational members of the South African Police Service. Another three hundred (300) questionnaires were distributed to the operational members of private security companies. The study took place around Gauteng. Since Gauteng is a big area, the researcher divided it into 5 regions: Central Johannesburg, South Rand, West Rand, East Rand and North Rand. From the 300 questionnaires which were distributed to the operational members of SAPS, only 173 (57.7%) questionnaires were returned. In contrast, from the 300 questionnaires which were distributed to the operational members of private security companies, only 163 (54.3%) questionnaires were returned. The method below under Population and Sampling was followed to select the police stations. Once the Police Stations were selected, 15 Police Officers were randomly, selected for completing questionnaires. For distribution of questionnaires, the researcher used snowball sampling. The reason for using this type of sampling is that those willing to participate in completing questionnaires could be requested to distribute the questionnaires to the people they know such as their friends. The same applied to PSI.

The fieldwork for this study started from January 2012 until April 2012 with the SAPS. During this period the questionnaires were distributed and interviews conducted. From May 2012 until October 2012, the study was conducted with the PSI. Questionnaires were distributed and collected and interviews were conducted.

## 6.4 POPULATION AND SAMPLING

Selected private security service providers and members of the South African Police Service were randomly selected from different areas in Gauteng. A multi-stage probability sample was used whereby the units and sub-units of analysis were sampled randomly selected, for example, random sampling of areas and then random sampling of specific locations where the study was conducted in Gauteng.

**Sampling of the Police Stations:** The researcher used a systematic random sampling method. A list of population that consisted of 132 (N) main police stations (mobile stations, satellite and contact points were omitted) in Gauteng was compiled. The sample number of the police stations was 20 (n). The entire population was divided by the sample which gave 6,6 [The researcher decided to use 6].

The starting point could be any number between one (1) and five (5). Three (3) was selected as a starting point. Every sixth number was then selected into the sample. All police stations were allocated the numbers as demonstrated in Table 1.1 below:

Table 1.1: List of police stations

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33
34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62				
63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91				
92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113											
114	115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132														

From the Table above the following police stations were selected:

3; 9;15;21;27;33;39;45;51;57;63;69;75;81;87;93;99;105;111;117;123 and 129. The researcher had the names of the police stations attached to these numbers. Apart from this, the researcher decided to choose 10 reserve police stations using the same method. The reason for catering

for reserve police stations was that if the targeted police station could no longer want to participate in the study then the researcher could be able to select from the reserve list.

It did happen that some police stations that were selected into the study did not want to participate. The researcher was then able to use the reserve list. Five (5) police stations were selected from the reserve list.

**Sample of security companies:** It was difficult to get a database of the security companies registered with PSIRA from PSIRA itself. PSIRA indicated that they used to give out such information to researchers but it was no longer the case. Proactively, the researcher conducted an internet search in the website of SIA and found security companies which SIA represents. Apart from security companies in SIA, there were security associations: South African Security Association (SASA), Security Sector Employers Organisation (SSEO) and South African Institute of Security (SAIS). The researcher used all companies listed under these member organisations of SIA to draw a sample from. There were about 60 security companies under all these organisations. The same method as with selecting the police stations was followed to come up with the security companies which participated in the study. As a result, the 20 security organisations were selected. There were also 10 reserves selected for the study. The reason for catering for reserve security companies was that if the targeted security companies could no longer want to participate in the study then the researcher could be able to select the required number of security companies from the reserve list. It indeed happened that some security companies that were selected into the study did not want to participate. The researcher was then able to use the reserve list. Six (6) security companies were selected from the reserve list.

## **6.5 DATA COLLECTION METHODS**

Various methods were used to collect all the relevant data for this study, these included a literature review; a questionnaire survey; and interviews (one-on-one and focus group).

**Literature review:** After a comprehensive search for literature similar to or with the same topic as this study, no literature was found with an identical or similar title. A more comprehensive literature review was undertaken in order to collect relevant information on



the topic both domestically and internationally, including books, journals and newspaper articles, and the internet as mentioned above.

**Questionnaires:** Questionnaires were administered utilising both ‘closed-ended’ questions (questions that will mainly have rating scales or a list of different answers to choose from) and ‘open-ended’ questions (where respondents were given an opportunity to write their opinions or feelings about the response) (Gillham, 2000:13). Participants were able to complete the questionnaires themselves, but the researcher, in some instances, was present and available in case the respondents experienced any problems in answering or needed clarity on a specific question.

**Interviews:** One-on-one interviews were conducted with the selected senior management in the Private Security Industry and the senior management of the South African Police Service. Focus group interviews (with the employees of the private security companies and members of the South African Police Service involved in sector policing and crime prevention duties in the community). Focus group discussions were solely used for preparing for the study, at the initial stage.

**Pilot study:** A pilot study was conducted in order to ensure that the questionnaires address all the important and necessary information and to test that they are valid and understandable. This pilot study consisted of a small number of people with the same characteristics as the target group. By drawing guidance from the responses of the pilot study participants, the researcher was then able to align, revise and reformulate the questions in the questionnaire. It took participants from the South African Police Service (five of them) different times to complete the questionnaire: one of the participants took 29 minutes; the second took 32 minutes to complete; the third and the fourth took 37 minutes and the last one took about 40 minutes. Almost the same was observed from the PSI.

## 6.6 DATA ANALYSIS

All the data collected during the research was collated, prioritised, clustered in groups or information categories/themes and interpreted to make sense. The data collected by the questionnaires were coded and then entered onto Excel spread sheets using a computer for further statistical analysis and data capturing. An experienced statistician was used for the statistical analysis of the coded data. The information obtained through coding of the data acquired from the interviews was also inputted onto Excel spread sheets. The researcher then interrogated specific points to come up with possible explanations.

De Vos *et al* (2011:412-413) are with the view that the researcher may use the following methods of coding if the intention is to apply grounded theory approach in the study:

- Open coding: the data is broken down into parts that can be understandable. It is examined, comparisons are made, similarities or differences are explained.
- Axial coding: the researcher follows the step above to draw some relationships between the groups and recode the data.
- Selective coding: the researcher chooses the specific category and draws some associations between it and the others.

The above coding methods were used in the study to code data gathered through using the mixed methods approach.

## 6.7 VALIDITY, RELIABILITY AND ACCURACY OF COLLECTED INFORMATION

**Ensuring validity:** The respondents' information was cross-checked after they have filled in the questionnaires. Anonymity and confidentiality of respondents were upheld. The same standardised questionnaire/schedule of interview questions was administered to all the selected respondents. The questions were clear and understandable. The researcher avoided biased and leading questions in the interviews and questionnaire.

**Ensuring reliability:** According to Herbert (1990:51), reliability refers to “stability, dependability, and predictability of the tests you are using”. Data triangulation was used by the researcher on the questionnaires and interviews. Data collected from different participants at different times were compared. The data collected throughout the study was as accurate and reliable as possible.

## **6.8 ETHICAL CONSIDERATIONS**

The researcher requested permission to undertake the research from the selected security service providers (**Appendix D**) and the South African Police Service (**Appendix E**). The participation of the respondents in the study was on a voluntary basis. This aspect was highlighted in the consent letter (**Appendix F**). In response from the South African Police Service, the letter authorising the researcher to conduct the study (**Appendix G**) and the National Instruction (**Appendix H**) was given to the researcher. All the respondents were also informed about the reason for the study and what it aimed to achieve. In the process, no respondents were harmed either physically or emotionally as the researcher attempted to ask questions in a clear manner, with no judgements or negative comments being made. All the information that was gathered was handled confidentially and the anonymity of all respondents, including names and locations of all participants was guaranteed. Once all the data had been collected and analysed, the researcher wrote up the findings as accurately and objectively as possible. The UNISA Policy on Research Ethics was, as well, adhered to at all times in order to ensure ethical research standards of quality, confidentiality and anonymity. According to Unisa Policy on Research Ethics (Unisa, 2007:10), “researchers should respect and protect the dignity, privacy and confidentiality of participants and should never expose them to procedures or risks not directly attached to the research project or its methodology. Research and the pursuit of knowledge should not be regarded as the supreme goal at the expense of participants’ rights.”

## **6.9 LIMITATIONS OF THE STUDY**

South Africa is made up of nine provinces, namely, Eastern Cape, Free State, Gauteng, Limpopo, Mpumalanga, Northern Cape, North West and Western Cape. The study was only limited to Gauteng.

In specific terms this affect the generalisation of the study, given that all the participants were from Gauteng. But in general terms, taking into account that crime prevention principles are universal in nature, the general findings and practices have universal application. Due to the operational requirements in both SAPS and PSI, the researcher dropped questionnaires at different organisations for completion by the members who were selected for the study. Some questionnaires were completed correctly while others were not completed properly. Questionnaires from SAPS were found to be better organised than PSI. It was easy and faster to arrange with SAPS through their HQ Office. It was difficult to approach security organisations, given the high number of registered security organisations in South Africa. Nevertheless, the challenges that the researcher came across did not stop the researcher from achieving the research objectives.

## **6.10 CONCLUSION**

Two methods which were used in this study were discussed i.e. qualitative method (whereby the members from PSI at the top management level as well as members of the South African Police Service at top management level were interviewed) and quantitative method (whereby the respondents from PSI at operational level and respondents from South African Police Service at operational level completed the questionnaires). The reason for the researcher to use mixed methods was simply to look at one point from different angles in what others call triangulation whereby different methods are used to confirm or rebut the assertions of the other method.

The researcher used the focus group discussions only for the purpose of familiarising himself with the topic that is studied. The outcomes of the focus group discussions were very important in this study because the researcher used them to prepare the research questions for this study. Pilot study was done in order to test how valid and understandable the questions were.

## **CHAPTER SEVEN**

### **FINDINGS, RECOMMENDATIONS AND CONCLUSION**

#### **7.1 INTRODUCTION**

The purpose of this study was to investigate the role of the private security in helping the South African Police Service to prevent crime. The findings are presented in the context of the research questions as stated in Chapter 1 of this study and the research objectives are fused in the appropriate research questions. To allow the readers to have the context of the findings and analysis, the category and the number of the people who responded to the question is given as the preface of the findings and analysis of each question. In most cases, the analysis encapsulates both the empirical and literature findings.

Based on the findings, the recommendations are then made to address the identified shortfalls. These recommendations are categorised into specific recommendations that relates to the research questions and the research objectives of the study and the general recommendations that relates to the general themes of this study. A comprehensive conclusion of the entire study is then given at the end.

#### **7.2 DEMOGRAPHIC DATA AND STATISTICAL RESPONSE OF THE PARTICIPANTS**

From Private Security Industry (PSI), the researcher distributed 300 questionnaires to operational security officers. The questionnaires were only completed and returned by 163 respondents constituting a 54.3% response rate. The demographic data of the private security personnel who participated in the survey is reflected in the addendum as Table 7.1. From 163 (100%) respondents, 138 (84.7%) were males and 25 (15.3%) were females. In terms of ethnicity, 152 (93.8%) were Black, 4 (2.5%) were Coloured, and 2 (3.7%) were White.

On the other hand, at top management level from PSI, the researcher targeted 40 officials for one-on-one interviews. Only 30 participants participated in the study, constituting a 75% response rate. Of this 30 (100%) participants, 17 (56.6%) were Black, 1 (4%) were Indian and 12 (41%) were White. In terms of gender, there were 27 (90%) males and 3 (10%) females.

From SAPS, the researcher also distributed 300 questionnaires and 173 police officers completed and returned them, which constitute 57.7% response rate. The demographic data of the police officers who participated in the survey is reflected in the addendum as Table 7.2. A total of 171 (98.8%) respondents indicated their gender. About 121 (70.8%) were males while 50 (29.2 %) were females. In terms of ethnic groups, 126 (73.3%) were Black, 34 (19.8%) were White, 3 (1.7%) were Coloured and 9 (5.2%) were Indian.

On the other hand, at top management level from SAPS, the researcher targeted 40 officials for one-on-one interviews of which 37 respondents participated in the study, which constitute 92.5%. Of this 37 (100%) of the participants, 19 (50%) were Black, 2 (5.4%) were Coloured, 4 (10.8%) were Indian and 12 (32%) were White. There were 30 (81%) males and 7 (19%) females.

### **7.2.1 An Analysis of the Statistical Information**

The respondents from the Private Security Industry (PSI) at operational level indicate that the majority were black. This indicates that the workforce in South Africa had always consisted of blacks as a result of apartheid legacy that the country continues to experience. Of significance is the fact that the males had also been forming the bigger part of the workforce especially in the PSI since the job was considered risky. This is why the women in the PSI are very few.

From the same PSI, it can be observed that the picture changes at the top management level where blacks are in majority followed by whites. This signifies that at the top management levels the rate of involving the blacks is gaining momentum. Since this is a private sector, this does not necessarily mean that blacks are owners of these security companies. They are

merely occupying senior positions to run these security companies on behalf of the whites who are still the owners these security companies.

Like in PSI at operational level and at top management level, SAPS at operational level is dominated by males and females are few. Again, this may be attributed to the fact that policing is a high risk occupation. Again, the workforce in the SAPS had always had blacks in majority, followed by whites. The South African Police Service is a public service and as such one will not be surprised to see larger portion of whites forming part of the workforce in these big numbers. This emanates from the apartheid system where whites were custodians of policing in the country. The picture only started changing from 1994 under the democratic government where recruitment of police officers had to be in line with the demographics of the country whereby people were recruited according to the communities they need to serve.

It can be observed that at the top management level of SAPS blacks are in their majority as well, followed by whites. This is not surprising because this is top management level where whites were dominant before 1994. The only reason why we see a decline on the number of whites is that SAPS, like any other public or private sector, should transform as it is imperative for all the sectors to transform in South Africa in order to also reflect the demographics of the country in key positions.

### **7.3 BARRIERS TO MORE EFFECTIVE PARTNERSHIP POLICING BETWEEN THE PRIVATE SECURITY INDUSTRY AND THE SOUTH AFRICAN POLICE SERVICE**

The responses from the operational officers of the PSI and the South African Police Service are given in Table 7.3 and Table 7.4 respectively. The 74.2% of the respondents who answered this question indicated the barriers to effective partnership as follows: 21.6% - the lack of communication between the police and the private security; 15.5% - inadequate training of security officers; 15.5% - different powers given to the police officers as compared to those given to security officers; 14.7% - additional powers that are needed by private security officers; and 6.9% - lack of trust between the SAPS and PSI.

This lack of trust is re-emphasised by respondent number 10 from PSI top management who stated that *“Unless you are a friend to a member of SAPS you get no co-operation from them. For example, two weeks ago we had an incident with our guards who gave us information about the crime that was going to take place at our site. We suggested that they arrest all of them to protect our guards. They told criminals that my guys were their ‘impimpis’.*

On the other hand, 77.6% of the operational police officers who responded to this question indicated the barriers to effective partnership as follows: 22.3% - lack of communication between the PSI and SAPS; 22.3% - lack of adequate training of security officers; 15.2% - lack of trust by both parties; 9.8% - shortage of resources. The shortage of resources is based on the failure of the SAPS personnel to continuously attend security forum meetings and the fact that most sectors are allocated only two police vehicles and if the sector is big, it leads to long response time; and 8% - lack of basic knowledge of the law by private security officers.

### **7.3.1 An Analysis of the Statistical Information**

Lack of communication between the police and private security could be based on the fact that there are no formal communication structures between the police and the private security in a given policing precinct. While lack of training on the part of security officials could be inferred from the complaints on the manner in which the private security manage crime scenes when they are the first to arrive at such scenes. This might be indicating that the private security do not have sufficient expertise to preserve crime scenes until it is handed to the police. It should be clear that the role of private security at the crime scene is only to protect the crime scene and wait for the police to arrive so that they can take over the crime scene.

The long-time taken by the police to arrive at crime scenes as indicated by 5.2% of respondents from the PSI could be some of the things that expose their inability to preserve crime scenes properly. PSI at operational level also mentioned the poor response of the police to the crime scene when called upon. One of the station commanders indicated to the researcher that the standing rule in terms of response time by the police should in fact be 7 – 10 minutes.



Now, the respondents from PSI (operational level and top management) generally indicated that police take longer than that as pointed out by respondent number 2 of PSI top management: *“The issue is the response time of SAPS to crime scenes since they even take over an hour to get to the crime scene. It seems they respond according to the crime that is committed and they are called for. If they hear that the people that are attacking are armed, they will not be quick to respond to crime scenes. Areas also play a role in that areas known to be rough are the ones mostly experiencing more delays from the police side.”* This was re-emphasised by respondent number 10 from PSI top management who stated that *“At one stage we reported crime from the site in the morning (about 9:00) and they only came at 15:00”*

There seems to be a misunderstanding of the implications of the different mandates that the police and the private security have which leads to different powers. This misunderstanding is clearly captured by the words of the respondent number 7 of PSI top management *“As private security we withhold our contribution from protecting the community which is not our clients because if the security officers get hurt in the process of partnership policing the security company is liable and the insurance comes in with questions like: was the security officer hurt while doing the duties that they are insured for and for the right client? So, it is only good if the outcome is right but when the outcome is not good it is not right.”*

Corruption was indicated by 5.2% of the respondents as another factor that impedes effective partnership between the police and the private security. Respondent number 30 from SAPS top management summed this issue clearly by saying that: *“The dynamics you get in the community are the ones you get in the PSI and SAPS – e.g. if there is moral decay in the community you find the same in the SAPS and PSI.* This leads to mistrust in both sides (police and security) if it is found that some of them are colluding with criminals. This mistrust is compounded by the perception of 5.2% security officers that the police undermine them. To reiterate the fact that some members of the South African Police Service are undermining the security officers, respondent number 19 of PSI top management stated that *“The police call anyone who is not a police a “haas (hare)”. Haas runs away when seeing a dog. Security*

*personnel are haas men, they cannot do police work and are untrained according to the police”.*

### **7.3.2 Findings and Analysis of the Response from the Top Management of the South African Police Service**

Most of the participants from the top management of the SAPS gave the following barriers: 32% stated that the PSI is profit-driven organisation that only looks after their clients; 8% indicated the different training between SAPS and PSI alluding to the fact that some private security officers are not well trained; 14% mentioned the different mandates between SAPS and PSI; different laws are governing SAPS and PSI as mentioned by 8% of the respondents; 8% mentioned the failure of some security officials to share crime information with the police; and 14% mentioned lack of commitment to cooperate from both sides.

Top management of the South African Police Service emphasise that the police are looking after the interest of the whole community, including the interests of PSI. This indicates that the police station will still be running in years to come in that precinct, as opposed to private security companies that are operating there because they are not sure if their contracts will be renewed by their clients when it expires or it can be terminated at any time. This is clearly captured by respondent number 2 from SAPS top management: *“If there are no criminal incidents in the community the SAPS is happy but PSI becomes sad because this is their business”*. The reason why this assertion is made is only to point out to the PSI that the police will never be threatened by anyone in crime prevention. This is emphasised by respondent number 9 of the SAPS top management who stated that *SAPS is there to stay, security companies come and go. Partnership with somebody today and somebody tomorrow is confusing.*”

Both respondents from the PSI and the South African Police Service agreed that there are barriers to more effective partnership policing between the police and PSI and outlined some of these barriers, thus answering the research question and fulfilling the first research objective that are contained in Chapter 1 of this study. These barriers range from operational to managerial level.

#### **7.4 THE ADEQUACY AND THE QUALITY OF TRAINING OFFERED TO PRIVATE SECURITY PERSONNEL**

Of the 163 (100%) operational PSI officers who were asked whether the current training of the private security personnel is adequate, requisite and of acceptable standard as indicated on Table 7.5, 147 (90.2%) who responded indicated the following: 76.7% indicated the level of training as adequate, requisite and of acceptable standard; while 13.5% indicated the level of training as not adequate, requisite and of acceptable standard.

The large number of security officers who indicated their training as adequate might be people who do not compare their training with any other training but basing their assessment on the extent to which the training that they receive equips them to perform their work. While the small percentage that indicated the training as inadequate might be people who come from the SAPS and the South African National Defence Force. This could mean that they compare the training that they receive with the one that they were receiving from their previous employers and not necessarily to their task at hand. Be that as it may, the current practice is that even if one has a policing or military background, one still have to study security management course in order to be qualified in this area.

Of the 173(100%) respondents from SAPS to whom this questionnaire was administered, only 152 (84.9%) responded to this question. Their response contradicts that of the PSI in that 37.5% are of the view that the training provided to the private security personnel is effective and adequate while 62.5% is of the view that the training is not adequate. This response might be based on the perceived performance of security officers on crime scenes as indicated above, lack of understanding on what security officers are expected to do or lack of knowledge on what the training of security officers entails.

Of the 30 top management of the private security that were targeted for the interview, 16 were interviewed and responded as follows to this question: 43.75% indicated that the training of PSI is not adequate, while 56.25% indicated that it is adequate.

It is clear that the top management of PSI agrees with the security personnel at operational level that training of private security personnel is adequate, requisite and of acceptable standard as clearly captured by respondent number 3 from PSI top management: *“I do not think that training in the PSI is geared to being a solution to any crime problem everywhere. I think it is geared to specific objectives of different companies catering for specific client’s needs. The clients are the ones setting standards. They are the ones paying us and we just implement what the clients want. The current training is sufficient.”* This is supported by respondent number 12 of the SAPS top management who stated that *“Their level of training allows them to perform their job properly, so it is adequate to enable them to perform their tasks. For example, at Chris Hani Baragwanath there is a security company, [security company name omitted], that we work with and they are competent. They arrest suspects and call us. The only thing they cannot do is to register a case and they rely on us for that.”*

Corruption in the certification of some security officers might be a factor that creates a perception that the training of private security personnel is not adequate, requisite and of acceptable standard to help police combat crime. This can be attributable to the manner in which some training centres operate and enable easy access to security certificates as clearly captured by respondent number 14 from PSI top management: *“We know that after two weeks a guy staying at home can get a security certificate with Grade E – Grade A without having gone through necessary training. A guy can just pay R200.00 or R300.00 and they can have security certificate.”* This can easily be detected after a person like that is hired by the private security company because the candidate will be expected to perform by the employer in accordance with the training that they claim they received and only then will they realise that the candidate did not train for security as pointed out by respondent number 15 from PSI top management: *“Some security training institutions do not do justice to the system. Sometimes you find a guy has a Grade A but can’t even read or write.”* So, it is more about other people taking advantage of the loopholes in the PSI and tarnishes the image of the industry.

Of the 37 respondents from the top management of SAPS, 17 of them responded as follows: 46% indicated that the training of the private security personnel is not adequate, requisite and of an acceptable standard, while 32% pointed out that they did not have any idea about the

training of the private security personnel and only 14% agreed that the training of the private security personnel is adequate, requisite and of an acceptable standard. This indicates that most operational and management officers of the SAPS are of the view that the training offered to the security officers is inadequate.

## **7.5 ADDITIONAL LEGAL POWERS FOR PRIVATE SECURITY PERSONNEL**

Table 7.7 outlines the responses from the operational security officers of the PSI and Table 7.8 outlines the responses from operational police officers. This was a multi response question which had levels of agreement as **strongly agree, agree, neutral, disagree and strongly disagree**. Statements were given and the respondents had to give the level of agreement in which they agree with the statement. For the purpose of the presentation of the research, the findings strongly agree and agree will be condensed under agree and strongly disagree and disagree will be condensed under disagree.

Ninety per cent (90%) of operational PSI personnel agreed with the statement that the private security personnel should be given Peace Officer powers and that Safety and Security Sector Education and Training Authority (SASSETA) should design a specific training course to be attended by security personnel wanting Peace Officer powers; 8% were neutral and 2.% disagreed. On the other hand, 69.1% of the respondents from SAPS at operational level also agreed with the statement; 11.4% were neutral; and 19.4% disagreed with the statement. People might be agreeing with this statement based on the fact that SASSETA as the quality assurance body in this sector could be able to develop such a training programme once there is an agreement that it could be done.

Eighty seven comma four per cent (87.4%) of operational security officers agree with the statement that for security personnel to be given Peace Officer powers, they should attend training administered by the police; 6.3% were neutral; and 6.3% disagreed with the statement. From the operational police officers, 66% agreed; 14.6% were neutral; and 19.4% disagreed with the statement. The reason why the PSI wants the training of security personnel who want Peace Officer powers to be administered by the police may be that the industry believes that the police can administer the training better because they have been exposed to

the Peace Officer powers for long, since they joined the police service and that would enable them to be in a better position to train private security officers.

Eighty five comma three per cent (85.3%) of the operational security officers agree with the statement that the security officers should be given powers to stop and search members of public when suspecting them to be in possession of any unauthorised items suspected to have been used in crime; 5.6% were neutral; and 9% disagreed with the statement. From the operational police officers 58.7% agreed; 13.3% were neutral; and 28% disagreed with the statement. The tricky question here could be who incurs the cost of civil action that could emanate from the improper use of this power by the security officer. Civil actions that are instituted by the public against the SAPS in this regards indicates the profound implications that could emanate from this. This could be the same as giving them powers to effect an arrest with an arrest warrant.

The top management of the PSI and SAPS are, on the other hand, not in favour of awarding security officers additional legal powers. This could be because they understand that the private security can effectively and efficiently execute their mandate and support the fight against crime with the powers that they have. This can be deduced from the following statement of respondent number 15 of the SAPS, *“I know private security officers do already have powers as stipulated in Criminal Procedure Act 51 of 1977. All they need is proper knowledge of those powers. They have powers although their companies will not like them to use those powers for other people and companies that did not employ them. This point emphasises the fact that the main thing is not about powers as such, but it is about the knowledge of the relevant laws. On the other hand, top management might be understanding the dire implications of awarding such powers to security personnel. This is clearly captured by one manager of the PSI who states that “If I give my guard more powers and they use that next door and my client is attacked, who can I penalise? I do not think they need more powers.”*

This answers the third research question of this study and indicates to what extent is the second and the fourth research objective of this study are achieved as by the previously asked research question and stated research objectives in Chapter 1 of this study.

## **7.6 TYPES OF RESOURCES AND SPECIALISED SECURITY SERVICES**

This was an open-ended question that received the following multiple responses from respondents as indicated on Table 7.9 to Table 7.12: Manpower (80.2%); vehicles (88.6%); Closed Circuit Television surveillance (93.3%); armed response (100%); cash-in-transit (83.3%) are some of the key measures that were indicated by the respondents as factors that augment the fight against crime. The number of security personnel in most areas outnumber those of the police officials and help to serve as a force multiplier in the fight against crime as they become the eyes and ears of the police. This is amplified by the vehicle fleet that outnumber that of the police officers in the area and enhance the omnipresence of law enforcement officers as they crisscross the streets servicing their clients. This actually fulfils police omnipresence that is essential for crime prevention and alleviates the police to focus on other activities such as crime combating and crime investigation. Respondent 19 of the top management of the PSI stated that their financial resources enables them to pay informers and get crime information much easier than the police could by the following words: *“From 1996 crime intelligence was mainly gathered through assistance of our security company. Recently we were tipped off about a robbery that was going to take place and we managed to apprehend all the culprits. In our operations we have police and military guys and we are equal to any kind of security threat against our clients.”*

CCTV surveillance that is installed in the clients of the private security customers serves to deter criminality in the adjacent places and serve as a useful investigative tool when crime is committed in these areas. The value of collaboration in the use of Closed Circuit Television is emphasised by respondent number 15 of SAPS top management: *“No one will ever say they have enough. Private security industry has vehicles and CCTV camera. For example, this the vehicle of one security company that had hidden cameras was hijacked but the security company concerned was refusing to give me footages as they were playing a ‘big boss’ and I*

*told the owner that I would seize that system and only then he agreed to give me the footages.”*

This section answered the fourth research question and indicated the achievement of the 3<sup>rd</sup> and the 5<sup>th</sup> research objectives by indicating services that the private security can offer in the fight against crime as well as the enormous resources that could benefit the police in the fight against crime.

## **7.7 SHORTCOMINGS OF THE REGULATORY BODY (PSIRA)**

Sixty four (64) operational private security officers who responded to this question as indicated in Table 7.15, mentioned the top five shortcomings of the regulatory PSIRA legislation as follows:

Failure to include section 42 of Criminal Procedure Act 51 of 1977 that awards security officers powers to arrest without a warrant of arrest like any other ordinary citizen in PSI Regulatory Authority Act 56 of 2001. This uncertainty is evident from 2.1% of the respondents who stated that there is no law that empowers security personnel to arrest criminals outside their areas of responsibility. The inclusion of this section was going to be evident to the security officers that although they do not have powers to arrest with a warrant as desired by 28.4% of the respondents, they do have powers to perform their duties properly. The reason for their need for additional legal powers may be based on their desire to be different from the ordinary citizens. This urge for extra-legal powers is what has been indicated by the managers of the SAPS and PSI as undesirable because of the profound implication that it could have as indicated previously.

The inability of the PSIRA to deal with fly-by-night security companies through regular inspections, these fly-by-night security companies are taking businesses from genuine security companies that are operating because users of security services will not tell who is fly-by-night and who is not. It has to be noted that the presence of fly-by-night security companies undermine the credibility of the entire security industry and the performance of security officers.



The ineffectiveness of PSIRA is emphasised by 19% of security managers. They stated that the loop holes in the legislation regulating the PSI are always having an impact on their businesses. Thirty three per cent (33%) of security managers is of the opinion that PSIRA cannot detect irregularities in the PSI. They neither have the will to eradicate fly-by-night security because 20% of top management in the PSI reported that when these fly-by-night security companies are reported by any concerned owner of genuine security company, the following day PSIRA conduct inspection on the company that reported fly-by-night security company. The ineffectiveness of PSIRA is clearly indicated by respondent number 10 of the top management of the PSI who stated that *“PSIRA is a ‘watch dog’ without teeth. They are only inspecting the people registered with them. They do not care about unregistered security companies; they can operate as they want. They must shut down people who do not comply with the law.”*

On how PSIRA can be made to be effective, respondent number 9 of the PSI top management said: *“Involve SAPS and PSIRA so that I am able to blacklist an employee with PSIRA and SAPS for screening purpose. One employee was dismissed by one company and hired by my company. He did the same thing with my company – stealing. The client recognised him from footages and said “how come this guy was employed here while I dismissed him previously for theft?” PSIRA should have a flag that gives information of criminals. I was deregistered at one stage by an incompetent PSIRA inspector because they did not know what to look for. I recommend that PSIRA should hire people who know the industry.”*

This shows that it is very important to screen security employees before recruiting them because if it is done it will help employers to detect security employees with criminal records. Currently, not all security companies screen their prospective employees because they think it is time consuming.

The respondents from PSI at operational level and PSI at top management level agree that PSIRA is ineffective because it cannot overcome the challenges facing the industry such as fly-by-night security companies which continue to tarnish the image of the sector. This

indicates to what extent has the last research question of this research as contained in Chapter 1 of this study has been answered.

## **7.8 RECOMMENDATIONS**

Based on the findings of this research that are indicated above, this section focus on the recommendations that could address the shortfalls indicated by the findings. As stated above, this section will be categorised into specific recommendations that relates to the findings on the Research Questions and Research Objective and conclude by providing general recommendations that emanates from the theme of this study.

### **7.8.1 Specific Recommendations for the Private Security Industry**

**Training:** It is important for PSI to look at the training that the private security officials receive. Though the training *per se* might not necessarily have some problems, continuous checks and balances on the training should be made. The PSI should have a body that continuously look at the effectiveness of the provided training to determine whether it equips the security personnel with the required knowledge and skills. This means that there should be a set time period (for example, 5 years) after which a curriculum is reviewed to align it with the necessary changes that might have taken place in the industry.

To be in line with the changing nature of crime, it is also important that the training of security officers embodies investigative skills and the use of technology such as Facebook, twitter, internet et cetera. The in-depth theoretical and practical lectures on crime scene management as well as sound grounding in some aspects of Criminal Law and Criminal Procedure that are applicable to their field should be offered in their training as it could enhance their effectiveness in their partnership role of fighting crime.

**Database of Security Experts:** The PSI should have a database of different security experts who are registered with the associations or bodies that regulate or set up standards for their respective fields. For example, the installers of CCTVs or alarm installers should register with South African Intruder Detection Services Association. This will ensure that they use reliable instruments and people who will not divulge their clients information to criminals.

**Crime intelligence & trusting relationship:** Security companies should use the already established Crime Combating Forum meetings to share crime information with the police in their respective precincts. This will enhance the fight against crime and establish solid collaborations that could lead to safer neighbourhoods. Regular interactions of this nature could dispel some of the misconceptions that one party has against the other and build a trusting relationship.

**Vetting of security officers:** The PSI should vet their employees and should not hire foreign nationals. Security companies are entrusted with protecting the clients and their properties that is why their background check is essential to ensure that they do not employ people with criminal records.

**Extra-legal powers:** To deal with the rampant crime in South Africa there should be a move towards granting certain security officers extra-legal powers such as the power to search people suspected of having committed crime and powers to arrest suspected criminals with or without a warrant. Such powers should be supported by appropriate training that will empower them to discharge such powers accordingly.

**Funding & Operation of the PSIRA:** It is recommended that the government intervenes in the funding model of PSIRA by funding it so that PSIRA does not only survive by the registration fees of the security companies or individuals. It is further recommended that when government intervenes it should be in a period of 5 years at first, just to see how that will change the situation in PSIRA. During this period, PSIRA should undergo a massive overhaul of its structures or to come up with a turnaround strategy in terms of how they should serve the PSI better. This will help PSIRA to operate effectively because they will have an opportunity to employ more personnel with more skills in order to boost their capacity. In this way, PSIRA will be able to conduct more inspections and ensure that only genuine security service providers are operating in the PSI. It should be noted that severe increase in dues from the PSI will only cause unnecessary havoc in the industry since the service they get is not up to the level of their expectation. It is further recommended that inspections by PSIRA to all the private security service providers should be conducted at least in 3 years cycle (that is, every security company should be visited once in three years), given

the size of the PSI in South Africa. It is also recommended that PSIRA inspectors should be trained on how to deal with people so that they work well with security service providers when they conduct their inspections.

### **7.8.2 Specific Recommendations for the South African Police Service**

**Change of attitude:** The members of SAPS should avoid using words like '*matshengelane*' or '*haas*' towards members of PSI because members of private security feel offended by these words. This word '*matshengelane*' was used to identify Security Officers during the inception of private security services where people rendering security services were not educated. In this dispensation, the people rendering security services do not like being called as such because they have some levels of education including the relevant security knowledge.

**Police corruption & ethical behaviour:** For the SAPS to minimise corruption, they should introduce integrity testing periodically. The use of some tools such as lie detector in minor cases could also help police management to uncover the problem before it gets worse. Declaration of gifts that are given to police officers can also go a long way in addressing police corruption.

**Response rate:** Police management should monitor the response time of police officers continuously to ensure that they respond within the allocated time and if their response is beyond, that there could be proper investigation to establish the root cause of the delay. They should not wait to receive complaints of individual response rate from the public as that is not the indication of the general response rate of the police. This will ensure that the public is aware of the realistic response time from the police and the operational police officers will know that their response time is monitored and they have to provide valid reasons in cases where they fail to do that.

### 7.8.3 General Recommendations

Based on the findings of the study the following general recommendations are made.

**Control room & the utilisation of resources:** There should be a joint control room in the policing precinct so that when crime is reported the police and the private security vehicles should be able to respond swiftly. The people working in the control room should be trained for this purpose.

The resources of PSI could be helpful if they are used to assist the police to combat crime, for example, intelligence gathering equipment, technology such as highly sophisticated CCTV surveillance system or helicopters. The SAPS and the PSI should agree when and how the resources will be needed in crime prevention. It is also recommended that government should have a system where the private security stakeholders are rewarded for making their resources available for partnership policing. The reason for doing this is that the PSI has their paying clients and they will use their resources that will benefit the public members who are non-paying members. It is suggested that the incentives be provided in the form of some reduction of taxation for private security organisations that are making their resources available for use by SAPS in crime prevention.

This taxation reduction should be determined by the contribution of the individual private security service provider. This will encourage the security companies to participate in partnership policing initiatives.

**Communication:** The communication channels in PSI should be improved. Security companies should be able to communicate with other security companies and the police. They should also be able to communicate to the regulatory body to address the issues that they may have with the regulatory body.

**Professional Security Body:** There is a need for a professional security body in South Africa that will be tasked with the responsibility of advancing the interest of the PSI. This body could also monitor the training and the conduct of the security specialists. The body should be made up of the people who have interests in the PSI such as the employer organisations,

employees' organisations, clients' representatives, security associations, academic institutions, PSI Regulatory Authority, Safety and Security Sector Education and Training Authority and all other important stakeholders.

#### **7.8.4 Best Practices Partnership Policing Model**

The previous chapters alluded adequately to the partnership policing approaches. In this chapter, this concept is also engaged in an attempt to come up with a suitable South African Best Practices Partnership Policing Model (SABPPPM). Democratic South Africa saw the partnership policing with other stakeholders such as public police, private security organisations, business, and community organisations as crucial for crime combating in South Africa (Bénit-Gbaffou, 2006:2). This phenomenon of partnership policing in crime prevention using the mentioned stakeholders is seen by Bénit-Gbaffou (2006) to be the one used across various parts of the world such as UK and USA. Once the stakeholders have agreed as a collective to work together to protect the community they have to outline the tasks that they will be expected to perform in order to make the partnership policing work. In the public-private partnership policing, all stakeholders need to adhere to all the compliance standards in terms of all legislations which regulate their functioning.

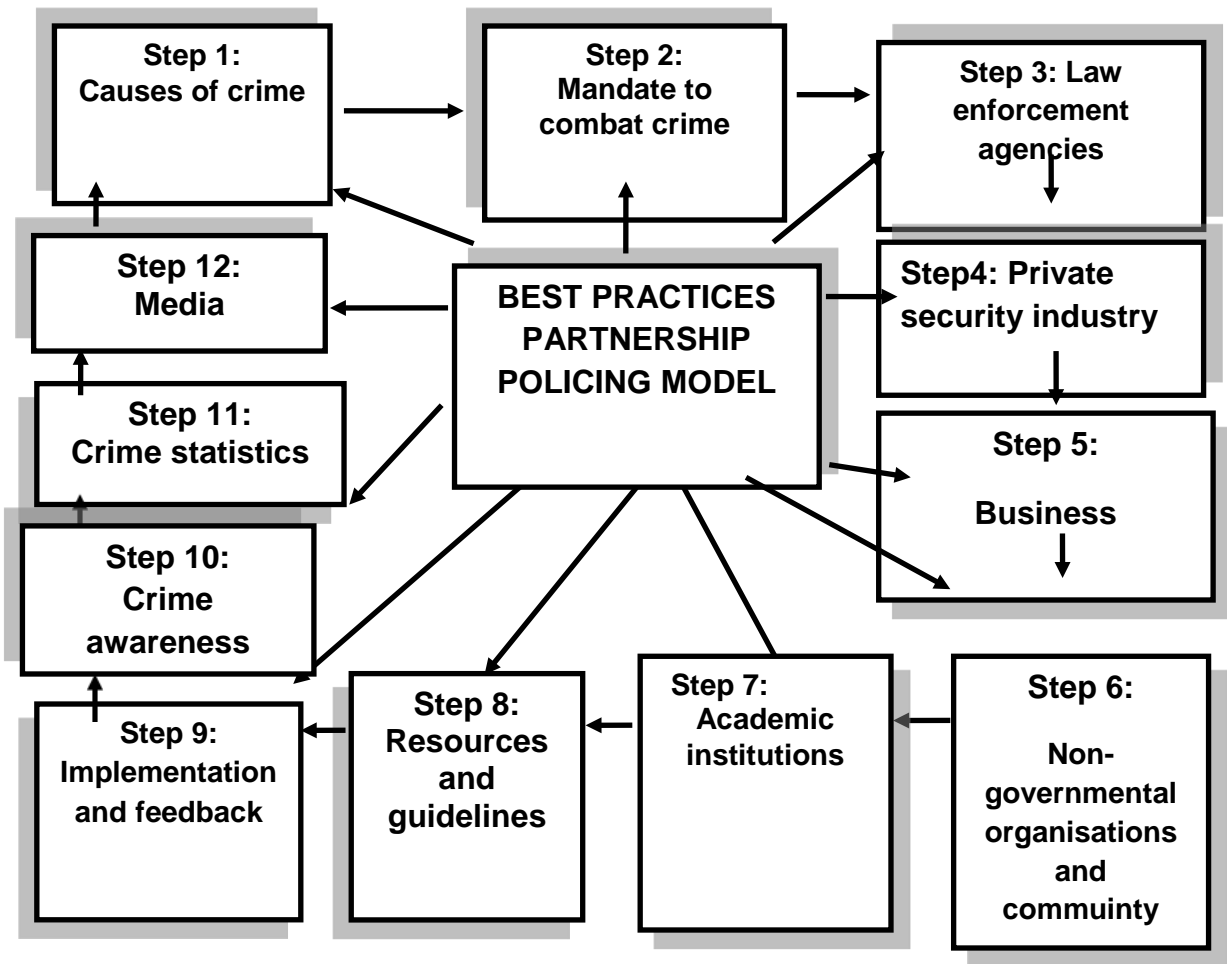
Bénit-Gbaffou (2006) talks about another concept called 'safety networks' which is prevalent in the rich suburbs of South Africa, in Johannesburg, for example, Parkview, Atholl or Rosebank. Safety networks are understood to be formed by the security service providers within the community that they protect.

This, of course, cannot leave out the involvement of the South African Police Service since they regularly hold meetings with the SAPS about crime in the area. Two things that stand out from the concept 'safety networks' is that the community takes upon itself to formulate a community security company that is said to be a non-profit organisation (Bénit-Gbaffou, 2006:6). The existence of this organisation survives by the contributions (rate determined by the members of community) made by the community members for their own protection. The main issue here is that while the community decides to formulate its own security company it does not comply with the requirement of operating a security company in South Africa such

as registering the company; registering the people who are operating; and giving the people necessary tools for the job. This is another problem posed by formulation of such security companies. Genuine security companies are the ones that are registered in line with PSIRA.

Davidovic, Kesetovic and Pavicevic (2012:6) state that an initiative called Project Griffin was formulated in the UK in 1994. The London Police ensured existence of the project. The four main qualities of the project which reflected a good Best Practices Public-Private Partnership Policing were as follows: the public police were tasked to train the private security personnel in terms of identifying any suspicious objects, persons or actions; various methods of training were engaged such as online method; various methods of communication were involved in order to facilitate communication in the partnership policing such as e-mail facilities, Short Message System (SMS) and telephone call. These methods were used to enhance effective communication between the private security and public police; and training of private security personnel by public police in crime scene management.

Having gone through important aspects of various Best Practices Partnership Policing models, the researcher came up with the following suitable Best Practices Partnership Policing Model in South African context:



The explanation of the proposed Best Practices Partnership Policing Model is as follows:

### Step 1: Causes of Crime

There are various factors that cause crime such as the following: on the side of youth the main prevalent problems range from unemployment to the exposure to poverty; families which lack good parental care; families which promote violence; being exposed to the society that upholds violence; substance use and abuse; racial discrimination or sexism; and lack of surveillance monitoring of key areas in the public domain (Palmary, 2001:2). These are some of the crime causation factors that are not only affecting the youth of any country but also all the people across the board.

The reason why the focus is placed on youth is that they are more vulnerable to these crime causation factors because of peer pressure at times. The main point of concern is that if the



youth get exposed to these crime causation factors at an early age then they will make it a habit and end up committing crime.

Based on the United Kingdom's statistics, Witte and Witt (2000:2) point out that generally, about 90% of young males are the ones mainly committing crime at around the age of 18 with about half of them being arrested by the time they are about 30 years of age. In addition, Witte and Witt (2000:2) go on to say that even the young females are also committing crime with about 50% – 60% of them getting involved in criminal acts by the time they are 18 years old, with only less than 10% of them getting arrested by the time they are 30 years of age. This shows a general picture of crime committed by youth, both males and females. The study could not reveal the aspect on the racial factor.

### **Step 2: Mandate to Combat Crime**

All the stakeholders in crime prevention such as the South African Police Service, the South African National Defence Force, National Intelligence (South African Secret Service), PSI and the community members have the responsibility to combat crime. Any citizen has a responsibility to report any crime to the police when they witness it. This in itself shows that if all stakeholders work together in crime prevention then they could help the country to minimise crime. The PSI also has a mandate to combat crime on behalf of the owner of the property that they protect. This step should lay a clear foundation for the law enforcement agency to perform their duties in crime prevention.

### **Step 3: Law Enforcement Agencies**

According to the Constitution of the Republic of South Africa, section 199 (1) of Act 108 of 1996, the “security services of the Republic consist of a single defence force, a single police service and any intelligence services established in terms of the Constitution” as outlined below.

**South African National Defence Force:** Section 18 (1) of the Defence Act 42 of 2002 empowers the President or the Minister of Defence to authorise the deployment of for Defence Force in order to: “preserve life, health or property in an emergency, or humanitarian

relief operations; ensure the provision of essential services; support any department of state, including support for purposes of socio-economic upliftment; and effect national border control”. It is also important to note that section 19 (1) of the same Act allows for the Defence Force to be deployed in cooperation with the South African Police Service in combating crime and maintenance of law and order. Section 19 (2) of Defence Act No. 42 of 2002 points out that when this cooperation between the Defence Force and the South African Police Service begins a notice should be given in 24 hours in a government gazette. The same thing should happen immediately when the cooperation stops. It is also important to note the services that should be performed by the two in their cooperation as outlined by section 19 (3) of Defence Force Act 42 of 2002 as follows: the service should only be performed at the area where the President (through the specific request of the Minister of Safety and Security (now Police) and the Minister of Defence) allows; the service should be stopped as the President gives such indication through the request of the Minister of Defence or the Minister of Police; and it should be in line with the guidelines and code of conduct and operational procedures that the Minister of Defence approved.

The above statements state clearly that a crime prevention partnership between the South African National Defence Force and the South African Police Service is also recognised and encouraged by law. Therefore, it is imperative to look at practical cases of such relationship between the two institutions.

**South African Police Service:** The previous chapters dealt with the role of the South African Police Service in crime prevention. It was also pointed out that the members of the South African Police Service are empowered to do policing by section 199 (1) of the Constitution of the Republic of South Africa, Act 108 of 1996 read with the South African Police Service Act 68 of 1995 and South African Police Service Amendment Act 57 of 2008.

The police are further empowered by the Criminal Procedure Act 51 of 1977 to combat crime. It is also of critical importance to note that the SAPS is the important link in partnership policing because it does this effectively through Community Police Forum that the local police station should form in conjunction with the members of the community.

**National Intelligence Agency:** National intelligence agency (now called South African Secret Services) is one stakeholder in crime prevention which does not publicise its operations against crime prevention. According to the National Strategic Intelligence Act 39 of 1994, national intelligence agency has members from the following institutions: “intelligence division from the National Defence Force; the intelligence division of the South African Police Service; the National Intelligence Agency; and the South African Secret Service”. It is important to note that the Defence Force as well as the South African Police Service are included in the National Intelligence Agency because they are mainly tasked to ensure that there is safety and security of all inhabitants of the Republic of South Africa. The South African Police Service, in particular, will act as a strong link between all the stakeholders in crime prevention because they will be able to meet private and non-governmental stakeholders. One is mindful of the fact that communication in terms of the ‘*need to know principle*’ is also key in these partnership policing. For example, private security should not be privy to confidential information in some aspects (for example, highly level investigations) because crime information may be compromised.

National Intelligence Agency is a very important entity in crime prevention because it is more intelligence led and it is mainly concerned about the internal or external crime threats facing the country and its citizens.

According to section 2 of National Strategic Intelligence Act 39 of 1994, the functions of the intelligence are the following: collect information, draw associations and to examine domestic intelligence; recognise any threats which are facing the country and the people living in it; to furnish such threat intelligence to the National Intelligence Co-ordinating Committee (it coordinates the information supplied to them by the intelligence structures so that it can be used by the State or Cabinet in terms of protecting the country against its threats); perform counter-intelligence in order to protect the country; and to gather, evaluate and analyse information when requested to do so by any department of government without any unnecessary delay.

It is also of critical importance to note that section 2A of National Intelligence Act 39 of 1994 empowers the relevant members of the National Intelligence Structures to conduct security **screening investigations** on the people who: are employed or intend to be employed by any government department; people rendering services to government and have access to classified information of government; and people who will have access to designated areas such as National Key Point areas. In this process of screening the vital information that is gathered by the National Intelligence Structure is as follows (section 2 (5) of National Strategic Intelligence Agency Act No.39 of 1994): criminal records, financial records, personal information and any other information that determine the security clearance of a person.

In its dealings in crime prevention National Intelligence Agency, is mainly concerned with information security. Examples of these would be: security measures that can be considered on protecting documents; physical security measures that can be used to protect information; security measures that can be employed to protect communication technology; security measures that can be employed to protect personnel; vetting investigations; technical surveillance system; information regarding security breaches; investigations of security breaches (National Strategic Intelligence Act 39 of 1994).

Some of the above-mentioned aspects can be overcome by using PSI as they are considered 'eyes' and 'ears' of the law enforcement agencies. This will require a clear explanation of what exactly should private security personnel look out for while carrying out their duties. Some of the duties can only be performed by the members of the intelligence agency such as conducting technical surveillance on key elements with potential to commit crime and as a result, putting the country at risk. The intelligence agency should at all times not hide behind combating crime covertly. In this way, they should not conduct illegal operatives on individuals. According to Swart (2011:np), in some instances, the officers at the National Intelligence Agency do not ask for a permission from the Judge as required of them when they conduct surveillance on specific individuals in terms of their cellphones communication, telephone communication or emails.

As Swart (2011) clearly states, “no one is exempt from the South African government’s all-seeing eye. It has the capacity to see your text messages, hear your cellphone conversations, pinpoint your location through your cellphone, access your personal cellular and read your emails”. Swart (2011) also states that in 2009/2010 there were over 3 million legal interceptions conducted by the members of intelligence by means of cellphone calls, telephone calls, SMS messages and by reading individual emails.

The above statements point out how the effective involvement of National Intelligence Agency could benefit the partners in crime prevention. Their role mainly involves the complex nature of organised crimes committed by organised syndicates inside or outside the country.

**Municipal Police Services in South Africa:** Formation of Municipal Police is not an easy task. According to Rauch, Shaw and Louw (2001:3), some of the difficulties faced by the cities who would like to have Municipal Police Services are the following: lack of a clearly defined role and mandate that the Metro Police will play in preventing crime and how they will work with the South African Police Service; failure to convince the higher authorities how they would strike a balance between crime prevention and traffic enforcement; to explain the extent to which the members of the Municipal Police will act as Peace Officers in order to ensure that by-laws of the municipality are enforced; determination of specific legislations which the Municipal Police will be able to enforce; enabling the Municipal Police to become a stakeholder in partnership policing in the area; lack of clear explanation of how the Municipal Police Service will be financed; and lack of clear explanation of how the Municipal Police will meet the public expectations.

It is important for the municipal police to operate properly and to sustain their operations. In Ekurhuleni Municipality, the Ekurhuleni Metro Police Department (EMPD) is said to be failing to collect their targeted revenue of R86 million per annum for the past three years. Instead, they have only been able to collect R21 million per annum. This is far less than their target (Mabuza, 2014:6).

According to Mabuza (2014), the root cause of the problem for the municipality not to achieve their target is that there has been a delay in processing the tender that would enable the service providers to render good technological traffic camera systems, printing of fine books and collection of the fines from those who violated the traffic rules. Another reason that the EMPD gave the municipality was that the high levels of fatalities caused by the taxis and buses made it impossible for them to achieve their target as they had to attend to all these incidents in their region (Mabuza, 2014).

A slight different thing that can be said about the Johannesburg Metro Police Department (JMPD) is that from March 2013 until April 2014 there were more than 6 million fines (undiscounted) which were issued amounting to more than R2 billion and only 200 000 (discounted) fines were paid totalling to about R40 million (Thakali, 2014: np).

The importance of the above two cases of metro police from Johannesburg and Ekurhuleni is that they show the critical part of sustaining the metro police departments in the cities. Once the metro police are proved to be financially viable, then they can become important and effective stakeholders in crime reduction.

**Functions of the municipal police:** According to the South African Police Service Amendment Act 83 of 1998, section 64E, the functions of the municipal police service are: policing of traffic by following the relevant legislation that regulates road traffic; ensure that the by-laws of the municipality are enforced; and to prevent crime.

It is important to understand the legal functions of all the stakeholders so that it is easy to bring them together in a partnership in crime prevention. This will again enable an environment where different stakeholders will understand more about their boundaries in terms of their duties for example, if a Municipal Police Officer arrests a suspect they can immediately hand the suspect to the member of the South African Police Service for further handling. In this way, the police will be given time to concentrate on other important aspects while other stakeholders contribute in other public police roles.

All the above stakeholders are from government departments and their main roles are to combat crime. They always need the help of the PSI as their extra eyes and ears because the PSI is operating in the community by rendering private security services.

#### **Step 4: Private Security Industry**

Minnaar and Ngoveni (2004: 43) state that the PSI in its inception in South Africa was mainly formed by the ex-military officers who resigned or were retrenched from South Africa and Zimbabwe. The PSI, in its inception, also experienced the same approach of recruiting retrenched or resigned police officers from the then South African Police in the 1980s. Therefore, PSI is born out the contribution from former police or military operations. Today, the South African government still uses the PSI to guard the National Key Point areas which are declared as such by the Minister of Police according to the National Key Point Act 102 of 1980. The powers that are given to the PSI protecting the National Key Points are, among the others: arrest, search and seizure of items that have been used or are suspected to have been used in commission of crime (Minnaar & Ngoveni, 2004:43).

It is important to place PSI as a strategic stakeholder in crime reduction because of the expertise that they have from the private sector. The only important thing that should be taken into consideration is their standard of operation and the training that should be in line with the one that is outlined by the Private Security Industry Regulatory Authority Act 56 of 2001 as the regulating body.

While PSI renders their services for profit, businesses can play a role by funding the partnership policing initiatives in order for safety and security to benefit even ordinary citizens. Businesses do this by playing their role of social responsibility where they run their businesses.

### **Step 5: Business**

The contribution of business in crime prevention is important because crime also affects business. Business, like the public, suffers a severe financial loss when crime is committed against it.

According to Bressler (2009: 6), the study that was conducted in the USA, in 2007, on cost of selected crimes against businesses revealed that: the cost of burglary of business premises was estimated to be \$1.4 billion; shoplifting was estimated to be at around \$1.6 billion; and embezzlement was estimated to be around \$20.90 billion. Sometimes businesses are not even aware of the loss that they are suffering (Cunningham *et al*, 1990: 27). An emerging concern is that of cybercrime which continues to hit many businesses because the criminals use computer systems to steal other people's money, to steal the identification of customers (for example, personal information) or to sabotage competitors (Bressler, 2009:4).

In South Africa, there is Business Against Crime South Africa (BACSA) which also works with the government and the South African Police Service to combat crime. Their main objective is to get involved in the aspects that concern crimes committed against businesses. They put in resources such as CCTV in order to help police to identify criminal incidents as and when they are committed in the cities or on the national roads. For example, in the City of Johannesburg BACSA has a big facility where the cameras are monitored by the operators where criminal incidents are sported and reported to the police timeously (BACSA, 2013: np). Business can play their role by funding crime prevention projects but if the non-governmental organisations and community members do not play their role the crime prevention initiative will lack a critical support of important stakeholders.

### **Step 6: Non-Governmental Organisation and Community**

The community will always be key in helping the police to combat crime because criminals are also members of the community. It is because of this reason that Hodgson and Orban (2005:70) state that the future of partnership policing will be good through effective community engagement. Bursik and Grasmick (1993:150) state that if partnership policing in the community is made of external people, excluding the local people, it is destined to fail because it will lack support of the community. Bursik and Grasmick (1993) further state that



the external stakeholders cannot be completely avoided to participate in the partnership policing because they play a crucial role in crime prevention. All the members of different organisations or institutions are coming from the community, including the academics.

### **Step 7: Academic Institutions**

According to Goldstein (2003:33), the involvement of academic institutions is very important in partnership policing initiatives because academics conduct research on crime, they make presentations in seminars and conferences, they write papers and publish them in newspapers, internet and/or journals, to name a few. There are normally problems that academics identify and the possible solutions to such problems which can benefit the crime prevention partnerships. Goldstein (2003:31) also points out that the government research units should also work hand in hand with academics in order to deal with any socio-economic problem facing the community. This also considers the important role of private analysts on the subject matter. The academics should be able to assist the community in terms of how to achieve more with less resource in crime prevention.

### **Step 8: Resources and Guidelines**

According to Poulin and Nemeth (2005:272), the PSI has ability and resources such as vehicles, personnel, dynamic technology and skills that can contribute positively to crime prevention. In addition, Schonteich (1999:17) points out that the PSI may be helpful because they have manpower and money, more than what the police have, so that they could be able to use these resources in crime prevention to benefit the community.

One of the important resources in terms of human beings is the use of informants in combating crime. According to Roberts (2002:13), informants are effective component in the fight against crime. In addition, Roberts (2002) also points out that sometimes the informants are also criminals themselves and the police just catch them and recruit them to give them information about other criminals. There are times when informants help to combat crime and sometimes they do not. For example, the use of informants' is more effective in organised crimes where many people are involved as opposed to crimes which are committed only when there is an opportunity to do so. Again, some people may volunteer to become

informants even if they are not criminals themselves. The only thing is that people like to get paid when they do such critical work because they consider it to be risky.

Partnership policing seeks to bring about equilibrium in terms of resources used in serving the poor and the rich in crime prevention. Hodgson and Orban (2005:17) state that if the crime prevention stakeholders show biasness in serving the community and the community becomes aware of it then all the efforts to combat crime in that community will be futile. People will start questioning the credibility of that collaborative partnership. Ratledge and Jacoby (1989:43) state that if there are adequate resources and personnel in the partnership policing and there is lack of expertise such as trained individuals such collaborative partnership will not be able to combat crime effectively.

Dupont, Grabosky and Shearing (2006:335) indicate that it is a common practice that in South Africa, USA and Australia private organisations donate resources such as money, vehicles, or equipment in helping the collaborative partnerships in crime prevention. However, the private organisation should not use their muscle (donations) to dictate terms and conditions on how policing should be done in the community especially if it is not in line with how policing should be done equitably in communities.

It could be a better idea to agree on the guidelines on how resources should be utilised to protect the community by all involved. For example, in most cases in South Africa the areas are divided into sectors to enable effective policing. Normally, there is an average of 4 sectors under one police station. There are sector managers responsible for these sectors. There are normally about 2 police vans per sector. On the other side, there are many security vehicles in these sectors. It can be included in the guidelines how the PSI and the police can work together in terms of using vehicles as resources. The guidelines should be followed in order to implement the crime prevention plan.

### **Step 9: Implementation and Feedback**

Implementation of the guidelines in partnership policing is always faced with problems. According to Bullock and Tilley (2003:147), some of the key problems during

implementation stage are the following: lack of adequate crime data analysts; lack of sharing of crime information by stakeholders; lack of giving specific crimes attention in order to overcome them (for example, crimes which are identified as crimes of focus by the partnership policing initiative); poor participation of stakeholders in crime prevention. This indicates a gap that might be identified in the implementation phase. The partnership policing initiative needs to identify and improve the situation. In this manner, feedback will be given to the members in terms of progress. The funders of the projects such as businesses also need to be informed about the challenges faced by the project and possible solutions to overcome them. This encourages the funders to continue funding the project in future because they are updated about the good and the bad regarding the partnership policing initiative.

The main rationale of forming partnership policing structures is to combat crime with the help of other stakeholders. In this way, crime will be dealt with proactively or re-actively. It will be naïve to only think that the partnership policing structure will always be proactive.

In order to deal with crime reactively, as it will be the case at times, then the South African Criminal Justice system comes to play. Section 166 (a) – (e) the Constitution of the Republic of South Africa, Act 108 of 1996 points out that the South African judicial system is made up of: the Constitutional Court; the Supreme Court of Appeal; the High Courts, including any high court of appeal that may be established by an Act of Parliament to hear appeals from High Courts; the Magistrates' Courts; and any other court of a status similar to either the Higher Courts or the Magistrates' Courts. When crime is committed and the suspect is arrested, such suspect is brought before the court by the South African Police Service. That is why any person who witnessed the crime, including security officers, can, and should, report it to the South African Police Service. Continuous crime awareness campaigns are crucial in making the community aware of crime challenges and various manners of making themselves less vulnerable to crime.

### **Step 10: Crime Awareness**

There are different methods that can be followed to conduct crime awareness campaigns. Some of them are: media (print or electronic) which according to Read and Rogers (2011:28)

should be reported accurately (and should not mislead the people); billboards; community meetings; and through the emails or internet when people are made aware to visit a specific website regularly for updates. Television channels and local radio stations are also important in conducting awareness campaigns. The people who are assigned to facilitate the awareness programmes should make sure that there are adequate tools for crime awareness at all times. At some stage the crime stakeholders will have to admit that crimes took place and they need to plan again. These will be reported crimes in the form of the crime statistics that will inform the new planning.

### **Step 11: Crime Statistics**

All criminal incidents are reported at police stations. Any victim of crime or a witness of crime can report it to the police. Some crimes are more complex than others such as white collar crimes. Crime statistics do give a picture of the crime in the area. That is why crime statistics are recorded according to the provinces in order to come up with the national crime statistics in South Africa. It is important to have crime statistics because they enable the government and all stakeholders in crime prevention to plan better for preventing and combating crime.

According to National Crime Prevention Centre (2000:54), more information about crime can be obtained from the following: the departments of the municipality which deal with housing, electricity, schools; small businesses such as shops; insurance companies; private security companies operating in the area and bank institutions; health institutions such as hospitals, clinics, district surgeons; Community Police Forums; prisons; and all other non-governmental organisations in the community. At the end, the message should reach the community to know where the country is in terms of crime levels. In this way, media becomes key.

### **Step 12: Media**

Media should be treated as an important stakeholder in crime reduction. The only challenge which some critics of media raise is that media report on more negative than positive developments (Safe City Community Safety and Crime Prevention Plan 2010-2013, nd: 6). On the other hand, Media monitoring Projects (nd:1) states that print media (for example,

newspapers such as The Star, Mail and Guardian, Sowetan, Business Day, The Citizen, The New Age, Daily Sun, Sunday World, City Press, Sunday Times, to name but few) and broadcast (for example, radio and television) media should always ensure that people get information that affect them and not what government wants reported. Media Monitoring Project (nd) goes on to say that the South African media should report consistently and under correct categories of crime so that the crime reports are clear.

From the study that was conducted by the Canadian Sentencing Commission titled “*The Media, Crime Prevention and Urban Safety: A Brief Discussion on Media Influence and Areas for Further Exploration*”, it is stated that about 95% of the participants indicated that they used media for reporting crime related incidents (Carli, 2008:2). Carli (2008:2) goes on to say that great care should be taken while using media in crime prevention because it can be easy for media to distract the implementation of the policies aimed at crime prevention. In other words, reports should only be on the basis of the ‘*Need to know principle*’. For example, when crime is reported, it should have an element of educating the public about a specific crime and offenders’ *modus operandi*; potential victims; exact area of crime; and specific times (Carli, 2008:2).

Media can also be used effectively in terms of conducting some awareness campaigns on specific crimes such as alcohol abuse, drug abuse, women and children abuse or any crime of concern to the society. These programmes should target the right population at the right time and at the right place. For example, the radio programme should be conducted after school hours, if the targeted population is school kids. The local newspapers should also be used to address specific crimes and they should also reach the targeted population. In a corporate world, intranet, pamphlets or notice boards could be helpful in this area.

## **7.9 AREAS FOR FURTHER RESEARCH**

To complement the findings and recommendations of this study there might be a need for a research that will compare the training of private security personnel in South Africa and other SADC countries. This could help South Africa to improve this sector by learning the best practices from other countries. The second research area could be to determine whether the

legislation regulating the PSI in South Africa is still relevant to the current challenges that are facing the PSI. The investigation into this study will help to uncover the areas in the legislation that lead to the ineffectiveness of the regulating body of the PSI. This will tell if another legislation should be considered or not, given that the current regulation (PSIRA Act 56 of 2001) is a second phase of regulation of PSI after the Security Officers Act 92 of 1987. This will also tell if the current legislation needs amendment or not and if so where and why.

## **7.10 CONCLUSION**

The study investigated the partnership role of the PSI and the SAPS in fighting crime. It also presented the empirical findings and literature findings that could be looked at in enhancing the cooperation between the SAPS in the fight against crime. The researcher applied various research methods to look at the same aspects from different angles to enable the shortfall of one method to be overcome by the strengths of other methods in order to come to the objective determination. All the research questions and the research objectives were successfully answered in this study.

The identified shortcomings that were revealed by this study were also analysed and solid recommendations that could address them made. The findings and the recommendations made add to the value of the study as they could contribute to the effectiveness and efficiency of the security industry in South Africa. New concepts and theories unveiled by this study could be of importance in developing the body of knowledge in Security Science which is a relatively young and evolving discipline.

The role of PSI in crime reduction was also outlined in line with the proposed model of partnership policing. This goes further than just security officers placed at the main gate. Armed response security officers are also involved in the process where crime is committed and they are called upon. Nevertheless, this does not take away the duty of citizens to report crime to the police. It is important to note that the 12 steps Best Practices Partnership Policing Model (BPPPM) is a model that can be followed by public or private entity. It may not be followed in a specific sequence but has the potential to produce good results. The BPPPM may be considered in crime prevention and partnership policing by different stakeholders.

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## **APPENDICES**

### **APPENDIX A**

#### **INTERVIEW SCHEDULE**

##### **Targeted:**

One-on-one interview with Station commander [Per Police Station]

One-on-one interview with the 'Manager' at the Police station.

One-on-one interview with the Owner of private security company [Per Private Security Company]

One-on-one interview with the Security Supervisor/ Operational manager

#### **INTERVIEW QUESTIONS**

What are the main barriers/obstacles to more effective partnership policing models for the combating of crime being implemented in South Africa?

Is the current training being received by private security personnel adequate, requisite and of an acceptable standard for the effective combating of crime in support of the public police?

Do private security officers in South Africa need additional legal powers to act in support of the SAPS and Metro Police in combating crime effectively?

What are the types of resources and specialised services the private security industry can bring to a Partnership Policing Model and how effective would they be in combating crime in South Africa?

What are the shortcomings of the regulatory legislation for the Private Security Industry in terms of facilitating crime combating activities in support of the public police?

Is the training of private security personnel effective to enable them to help police to combat crime?

In your opinion, what would be acceptable standards of the level of training required by the private security personnel in combating crime in support of the public police agencies?

How could private security avoid civil liability while executing their duties in line with section 49 of Criminal Procedure Act 51 of 1977 (Substituted by the Judicial Matters Amendment Act 122 of 1998)?

What are the various security services currently rendered by private security that could be effective in helping the police to combat crime effectively in South Africa?



What are the roles of the following crime prevention programmes in crime reduction?

Community Police Forums;

Community Safety Initiatives;

Community members;

Non-governmental organisations; and

Private security.

## APPENDIX B

### QUESTIONNAIRE SURVEY: PRIVATE SECURITY INDUSTRY

#### **RESEARCH PROJECT: THE SOUTH AFRICAN PRIVATE SECURITY INDUSTRY AS A STRATEGIC STAKEHOLDER IN CRIME REDUCTION: DEVELOPING A BEST PRACTICES PARTNERSHIP POLICING MODEL**

##### **Instructions:**

*Please answer all of the following questions as honestly as possible. The information collected for this study regarding the South African Private Security Industry as a strategic stakeholder in crime reduction will assist the researcher to come up with constructive proposals and recommendations for the solutions to crime problems experienced in the country. You do not need to identify yourself and, similarly, the researcher will uphold anonymity in that there will be no possibility of any respondent being identified or linked in any way in the research findings in the final research report. Where required please indicate your answer with a cross (X) in the appropriate box or write a response in the space provided.*

**NB:** If there is not sufficient space below for your response you can attach a separate page with the question number as a header with the additional detailed response information.

#### **SURVEY QUESTIONS:**

##### **SECTION A (Demographic information)**

***The following questions are for statistical purposes only:***

1. Gender:	Male	1	
	Female	2	

2. Age

16–20 years	1	
21–25 years	2	
26–30 years	3	
31–35 years	4	
36–40 years	5	
41–45 years	6	
46–50 years	7	
51 years and above	8	

3. Race:

Indian	1	
Asian (other than Indian)	2	

Black	3	
Coloured	4	
White	5	

4. What is your highest educational qualification?

Standard 8/Grade 10 and below	1	
Standard 9/Grade 11	2	
Standard 10/Grade 12	3	
Certificate	4	
Diploma (1 year)	5	
Diploma (2 years)	6	
Diploma (3 years)	7	
Advanced diploma	8	
Degree	9	
Postgraduate degree	10	

5. Before working in the private security environment, have you previously worked in any of the following sectors in South Africa or elsewhere? (Indicate which years)

<b>Institution</b>		<b>Year date/s</b>
National Intelligence Agency	1	
Metro Police	2	
South African Police Service	3	
South African Defence Force	4	
Community safety	5	
Other (specify)		

6. How long have you been working in the private security industry?

Less than 1 year	1	
1-2 years	2	
3-5 years	3	
6-10 years	4	
11-15 years	5	
16 – 20 years	6	
More than 20 years	7	

7. Security service position occupied at present:

Security guard	1	
Patrol officer	2	
Investigator	3	
Security officer	4	
Administration official	5	
Trainer	6	
Supervisor	7	
Junior Manager	8	
Middle Manager	9	
Senior Manager	10	
Other (Specify)	11	

8. What is your job description?

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### **SECTION B (Roles of private security)**

What do you think are the main roles of private security in crime reduction (List in order of importance – maximum of ten roles or activities)?

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What roles/ additional roles performed by the police do you think private security can perform in order to release police to perform tasks which would enable them combat crime effectively?

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Is private security industry effective in combating crime where they are involved?

Yes	1	
No	2	

If yes, why do you say so?

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If no, why do you say so?

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What resources can private security provide in support of public police to more effective crime combating in South Africa? (List in order of importance).

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Do you think partnership between police and private security can work effectively in combating crime?

Yes	1	
No	2	

If yes, why do you say so?

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If no, why do you say so?

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In your opinion how do police perceive the role of private security in combating crime?

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What are the barriers to effective partnership policing between the private security and the police

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Indicate your level of training [in brackets at each level also indicate new skills programmes names]

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Is your level of training effective and adequate to enable you to combat crime effectively in support of public police?

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If yes, why do you say so?

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If no, why do you say so?

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Is your security training of acceptable standards so that it will enable you to help police combat crime effectively?

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If yes, why do you say so?

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If no, why do you say so?

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In your opinion did you learn how to combat and reduce crime mainly through on the job/work experience in the private security sector in the field?

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**SECTION C (Additional powers for private security)**

To what extent do you think private security should be given extra legal powers to help public police to combat crime in public? [Read the following statements, and on a scale of **1-5** (1=strongly agree), (2=agree), (3=neutral), (4=disagree) and (5=strongly disagree)]

<b>Statement</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly disagree</b>
Powers to stop and search members of the public when suspecting them to be in possession of any unauthorised items suspected to have been used in crime;	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Powers of arrest with a warrant	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Powers of arrest without a warrant on any offence committed under any crime schedule	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
To be given Peace Officer powers by the Minister of Police	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Independent body headed by a retired judge could be established to allocate the status of peace officer to private security personnel	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
In order for security personnel to be given Peace Officer powers security personnel should attend training administered by the police	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
In order for the private security personnel to be given Peace Officer powers SASSETA should design a specific training course that should be attended by security personnel wanting peace officer powers	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>



**SECTION D (Legislation)**

In your view what are the current shortcomings of the regulatory legislation for the Private Security Industry in terms of facilitating crime combating activities in support of the public police?

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**SECTION E (Effective safety and security service)**

Do you think the police are effective in combating crime in SA?

Yes		No	
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If yes, why do you say so?

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If no, why do you say so?

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If services were to improve within SAPS, where do you think the improvements would be needed in police roles?

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Do you think private security are effective in combating crime on their own?

Yes		No	
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If yes, why do you say so?

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If no, why do you say so?

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Do you think private security are effective in combating crime in partnership (or in conjunction) with the public police?

Yes		No	
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If yes, why do you say so?

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If no, why do you say so?

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..... Do you think it is ideal for private security to fall under the same ministry as police?

Yes		No	
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If yes, why do you say so?

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If no, why do you say so?

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If formal partnerships were to be established between the SAPS and the private security industry could you outline how you think this would work in practical terms?

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**THANK YOU FOR YOUR TIME AND FOR PARTICIPATING IN THIS RESEARCH SURVEY**

**OFFICE USE ONLY:**

Questionnaire number					
Private security company					
Area number					
Consent form signed	<table border="1"> <tr> <td>YES</td> <td></td> <td>NO</td> <td></td> </tr> </table>	YES		NO	
YES		NO			

## APPENDIX C

### QUESTIONNAIRE SURVEY: SOUTH AFRICAN POLICE SERVICE

#### **RESEARCH PROJECT: THE SOUTH AFRICAN PRIVATE SECURITY INDUSTRY AS A STRATEGIC STAKEHOLDER IN CRIME REDUCTION: DEVELOPING A BEST PRACTICES PARTNERSHIP POLICING MODEL**

##### **Instructions:**

*Please answer all of the following questions as honestly as possible. The information collected for this study regarding the South African Private Security Industry as a strategic stakeholder in crime reduction will assist the researcher to come up with constructive proposals and recommendations for the solutions to crime problems experienced in the country. You do not need to identify yourself and, similarly, the researcher will uphold anonymity in that there will be no possibility of any respondent being identified or linked in any way in the research findings in the final research report. Where required please indicate your answer with a cross (X) in the appropriate box or write a response in the space provided.*

**NB:** If there is not sufficient space below for your response you can attach a separate page with the question number as a header with the additional detailed response information.

#### **SURVEY QUESTIONS:**

##### **SECTION A (Demographic information)**

*The following questions are for statistical purposes only:*

1.	Male	1	
Gender:	Female	2	

##### 2. Age

16–20 years	1	
21–25 years	2	
26–30 years	3	
31–35 years	4	
36–40 years	5	
41–45 years	6	
46–50 years	7	
51 years and above	8	

3. Race:

Indian	1	
Asian (other than Indian)	2	
Black	3	
Coloured	4	
White	5	

4. What is your highest educational qualification?

Standard 8/Grade 10 and below	1	
Standard 9/Grade 11	2	
Standard 10/Grade 12	3	
Certificate	4	
Diploma (1 year)	5	
Diploma (2 years)	6	
Diploma (3 years)	7	
Advanced diploma	8	
Degree	9	
Postgraduate degree	10	

5. Before joining South African Police Service, have you previously worked in any of the following sectors in South Africa or elsewhere? (Indicate which years)

<b>Institution</b>	
National Intelligence Agency	1
Metro Police	2
Private Security	3
South African Defence Force	4
Community safety	5
Other (specify)	

6. How long have you been working in the South African Police Service?

Less than 1 year	1	
1-2 years	2	
3-5 years	3	
6-10 years	4	
11-15 years	5	
16 – 20 years	6	

More than 20 years	7	
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7. What is your current position (rank and job description)?

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### **SECTION B (Roles of private security in crime reduction)**

What do you think are the main roles of private security in crime reduction (List in order of importance – maximum of ten roles or activities)

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What roles/additional roles performed by the police do you think private security can perform in order to release police to perform tasks which would enable them (SAPS) to concentrate their efforts on combating crime effectively?

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Do you think the private security industry is currently effective in combating crime where they are involved in crime prevention/reduction?

Yes	1	
No	2	

If yes, why do you say so?

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If no, why do you say so?

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What resources can private security provide in support of public police to more effective crime combating in South Africa? (List in order of importance).

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Do you think a formal partnership between police and private security can work effectively in combating crime?

Yes	1	
No	2	

If yes, why do you say so?

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If no, why do you say so?

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In your opinion, what are the barriers to effective partnership policing between the private security and the police? (List them in order of importance/priority).

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Indicate your level of training and its duration that you have undergone

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Is your level of training effective and adequate to enable you to combat crime effectively?

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If yes, why do you say so?

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If no, why do you say so?

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In your opinion, is private security training of acceptable standards so that it can enable the private security to combat crime effectively?

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If yes, why do you say so?

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If no, why do you say so?

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### **SECTION C** (Additional powers for private security)

To what extent do you think private security should be given extra legal powers to help public police to combat crime in public? [Read the following statements, and on a scale of **1 (strongly agree)**, **2 (agree)**, **3 (neutral)** **4 (disagree)** and **5 (strongly disagree)**]

<b>Statement</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly disagree</b>
Powers stop and search public members when suspecting them to be in possession of any unauthorised items suspected to have been used in suspected crime;	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Powers of arrest with warrant	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Powers of arrest without warrant on any offence committed under any crime schedule	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
To be given Peace Officer powers by the Minister of Police	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Independent body headed by a retired judge could be established to allocate the status of peace officer to the private security	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
In order for security personnel to be given Peace Officer powers security personnel should attend a training administered by the police	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
In order for the private security personnel to be given Peace Officer powers SASSETA should design a specific course that should be attended by potential security personnel	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Independent body headed by a retired judge could be established to allocate the status of peace officer to the private security	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

In your opinion how do police perceive the role of private security in combating crime?

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**SECTION D (Legislation)**

Do you have any knowledge of the contents of the Act (The Private Security Industry Regulatory Act No 56 of 2001) which regulates the private security industry in South Africa?

Yes	1	
No	2	

If yes, what in your opinion are the shortcomings of the regulatory legislation for the Private Security Industry in terms of facilitating crime combating activities in support of the public police?

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**SECTION E (Effective safety and security service)**

Do you think the police are effective in combating crime in SA?

Yes	1	
No	2	

If yes, why do you say so?

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If no, why do you say so?

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If services were to improve within SAPS, where do you think the improvements would be needed in police roles?

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Do you think private security are effective in combating crime?

Yes	1	
No	2	

If yes, why do you say so?

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If no, why do you say so?

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Do you think it is ideal for private security to fall under the same ministry as police?

Yes	1	
No	2	

If yes, why do you say so?

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If no, why do you say so?

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If formal partnerships were to be established between the SAPS and the private security industry could you outline how you think this would work in practical terms?

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**THANK YOU FOR YOUR TIME AND FOR PARTICIPATING IN THIS RESEARCH SURVEY**

OFFICE USE ONLY:

Questionnaire number	
-------------------------	--

Police station number	
--------------------------	--

Area number	
-------------	--

Consent form signed	YES		NO	
------------------------	-----	--	----	--

## APPENDIX D

SECURITY MANAGEMENT PROGRAMME  
(incorporating Security Risk Management)  
DEPT. OF CRIMINOLOGY & SECURITY  
SCIENCE SCHOOL OF CRIMINAL JUSTICE,  
COLLEGE OF LAW  
Prof. A.deV. Minnaar  
Tel: (+27) (0)12-429 2160 Cell:  
0838949485  
Fax: (+27)(0)12-429 6609 Fax2email:  
0865190625 e-mail: aminnaar@unisa.ac.za  
Tvw 9<sup>th</sup>-130

Muckleneuk Campus  
Preller St  
Muckleneuk Ridge, Pretoria  
PO Box 392  
UNISA 0003  
City of Tshwane  
Gauteng, South Africa

22 March 2013

Name of the recipient : Mr Dave Mitchell  
Company : Bidvest Magnum (Pty) Ltd

Dear Mr Mitchell

RE: REQUEST FOR PERMISSION TO UNDERTAKE RESEARCH AT BIDVEST  
MAGNUM (PTY) LTD

I would like to request permission for Mr John Kole (Lecturer: Department of Criminology and Security Science, Programme Security Management, School of Criminal Justice, College of Law at the University of South Africa) to undertake research at your security company for his PhD studies (DLitt et Phil in Criminology with Specialisation in Security Management) for the research project: "THE SOUTH AFRICAN PRIVATE SECURITY INDUSTRY AS A STRATEGIC STAKEHOLDER IN CRIME REDUCTION: DEVELOPING A BEST PRACTICES PARTNERSHIP POLICING MODEL"

### DESCRIPTION OF THE PROJECT

The role of both Private Security Industry and the South African Police Service, in partnership policing, will be examined with a view to formulate practical co-operative recommendations to assist in the reduction of crime in Gauteng, South Africa.

### PURPOSE OF THE RESEARCH

The purpose of this research study is to investigate what role private security companies and security practitioners play in combating crime in South Africa. In order to do that, the following objectives will be considered:

- to investigate the barriers hampering an effective partnership between private security service providers and the South African Police Service
- to examine the effectiveness of the levels of training of private security personnel
- to develop acceptable standards of the level of training required by the private security personnel in combating crime in support of the public law enforcement agencies
- to investigate the effectiveness of the legislation regulating the private security in South Africa and to identify shortcomings in terms of private security playing a role in combating crime

- to examine how private security could avoid civil liability while executing their duties in line with section 49 of Criminal Procedure Act 51 of 1977 (Substituted by the Judicial Matters Amendment Act 122 of 1998)
- to investigate various services currently being provided by security service providers that could be effective in combating crime in South Africa
- to determine the roles of different stakeholders in combating crime e.g. Metro Police, National Intelligence Services, Community Police Forums, Neighbourhood Watches/Community Safety Initiatives, Private Security Companies, Safety Officers, etc.
- to look at the effectiveness of the current measures which are in place for crime prevention, e.g. Community Police Forums, Community Safety Initiatives, community members, non-governmental organisations and private security.
- to investigate the special powers private security practitioners would need to be more effective in combatting crime.
- to determine the resources that could be provided by private security in support of public police agencies to more effectively combat crime in South Africa
- to formulate recommendations based on the research results for a best practices model for partnership policing between the private security industry and the SAPS - a four-sided model that will help all stakeholders to reduce crime, e.g. SAPS, Business Against Crime, Community and Private security.

#### RESEARCH METHODS THAT WILL BE USED TO COLLECT INFORMATION

The research methods which will be used in this study will include the following: (a) One-on-one interviews with selected company CEOs (where necessary); (b) One-on-one interviews with selected company operational managers

(c) Site observation: Observing site procedures and daily workings of staff. This will be

done under conditions which allows for private security role as a stakeholder in crime reduction.

(d) Implementation of survey questionnaire to be distributed to security officer staff at a sample of security companies in Gauteng.

#### RELEVANCE/BENEFITS AND VALUES TO THE ORGANIZATION:

This would be the one of the first such studies conducted in South Africa and more specifically in Gauteng.

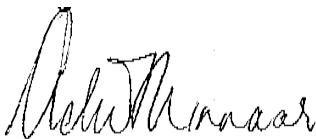
- Private security companies would, hopefully, be guided by the findings;
- This research will highlight the current status of crime reduction by crime prevention stakeholders (such as public-private partnership policing;
- Crime is a major problem in South Africa and people are being injured, or even lose lives, in the process when criminals commit crime;
- Organisations suffer financial loss as a result of crime ; and
- The social and economic impact of crime would hopefully be addressed to a certain extent.
- For UNISA, it is planned that the research results could possibly be inputted into future study guides of the Programme Security Management in the Department of Criminology & Security Science.

Once permission is granted Mr Kole would then be in contact with you or a representative of your company for the scheduling of any interviews or administering of the research questionnaire survey with relevant employees in the organisation.

All the information that is received from the participants/respondents will be treated with the utmost confidentiality (i.e. respondents will remain anonymous and no reference will be made to their identity or of the organisation for which they work. Organisation and personal names will not be used in the research report. Participation in the research interviews will also be on a voluntary basis.

The final thesis (research report) once accepted will be placed in the UNISA library and therefore in the public domain and can be accessed by interested parties.

If any confirmation or other information needed I can be personally contacted at the following telephone and cell numbers and e-mail address: Thanking you Regards



(Prof) A. deV. Minnaar

Programme Head: Security Management Department of Criminology & Security  
Science School of Criminal Justice, College of Law University of South Africa

Email: [aminnaar@unisa.ac.za](mailto:aminnaar@unisa.ac.za)

Tel: 012-429-2160 Cell :

Mr Kole can also be directly contacted at the following:

Tel: 012- 429-2163

Cell.082 253 4882

Email:koleoj@unisa.ac.za

## APPENDIX E

### **PERMISSION LETTER REQUESTING TO CONDUCT RESEARCH AT THE SOUTH AFRICAN POLICE STATION**

Email:

**From:** Kole, Olaotse [<mailto:koleoj@unisa.ac.za>]

**Sent:** 23 May 2011 12:42 PM

**To:** GP:Prov. Strat Cmdr - Naicker PS

**Subject:** PhD research at Honeydew SAPS station: John Kole

This message (and attachments) is subject to restrictions and a disclaimer. Please refer to <http://www.unisa.ac.za/disclaimer> for full details.

---

Dear Colonel PS Naicker

I am currently a Lecturer at UNISA, department of Criminology and Security Science and I am a PhD student. I am conducting a research on : *"The South African Private Security Industry as a strategic stakeholder in crime reduction: Developing a Best Practices Partnership Policing Model"*.

In this study I am looking at a current partnership policing between the private security and SAPS which they currently have in Honeydew in particular. I need to look at the gaps and possible ways of closing these gaps in order to get this partnership working. This will need me to interview all stakeholders in this regard and studying the standard practice that is in place. This will assist both Private Security and SAPS to improve their partnership.

I am therefore asking for your authorisation to conduct a study at 20 police stations in Gauteng. If in agreement the study could take place as soon as it is permitted.

Police stations:

Alberton  
Boksburg  
Bramley  
Crystalpark  
Diepkloof  
Edenpark  
Ennerdale  
Fochville  
Hercules  
Jeppe  
Khutsong  
Laudium  
Mabopane



Midrand  
Norkempark  
Pretoria central  
Rabie ridge  
Rosebank  
Sharpeville  
Sunnyside

Reserve police stations:

Alexandra  
Boksburg North  
Brixton  
Culliman  
Dobsonville  
Edenvale  
Erasmia  
Ga- Rankuwa  
Hillbrow  
Johannesburg central

My Supervisor is Prof. Anthony Minnaar of UNISA. He is the Head of the programme Security Management. He is contactable on: Cell: (omitted) / Tel (w) : 012) 429 2160.

Yours sincerely

**John Kole**  
**Lecturer**

Department of Criminology and Security Science  
School of Criminal Justice  
College of Law  
Tel. 012 429 2163  
Cell. 082 253 4882

---

University of South Africa  
Preller Street, Muckleneuk Ridge, Pretoria  
PO Box 392, UNISA, 0003, South Africa  
Call centre 0861 670 411 / +27 11 670-9000  
[www.unisa.ac.za](http://www.unisa.ac.za)

UNISA |   
university  
of south africa

## APPENDIX F

### **CONSENT AGREEMENT** **(Between respondent & interviewer (Mr John Kole))**

I hereby consent to:

being interviewed on the topic “THE SOUTH AFRICAN PRIVATE SECURITY INDUSTRY AS A STRATEGIC STAKEHOLDER IN CRIME REDUCTION: DEVELOPING A BEST PRACTICES PARTNERSHIP POLICING MODEL”

follow-up interviews if necessary;

the interviews being recorded in writing or by using tape recorder;

the use of data derived from these interviews by the interviewer in a research report as he deems appropriate.

I also understand that:

I am free to end my involvement or to cancel my consent to participate in the research at any time should I want to;

information rendered up to the point of my termination of participation could, however, still be used by the researcher;

anonymity is guaranteed by the researcher and data will under no circumstances be reported in such a way as to reveal my identity;

I am free to determine that specific information that I reveal should not be recorded in writing; no reimbursement will be made by the researcher for information rendered or for my participation in this project;

I will in no way derive any personal benefit from taking part in this research project;

by signing this agreement I undertake to give honest answers to reasonable questions and not to mislead the researcher;

I will receive the original copy of this agreement on signing it.

I hereby acknowledge that the researcher/interviewer:

discussed the aims and objectives of this research project with me;

informed me about the contents of this agreement;

explained the implications of my signing this agreement;

In co-signing this agreement the researcher undertakes to:

maintain confidentiality, anonymity, and privacy regarding the identity of the subject and information rendered by the interviewee.

\_\_\_\_\_  
(Interviewee signature)

\_\_\_\_\_  
(Interviewer signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Date)

I, (interviewer signature)\_\_\_\_\_ certify that I explained the contents of the above document.

## **APPENDIX G**

### **PERMISSION LETTER AUTHORISING THE RESEARCHER TO CONDUCT THE STUDY AT SAPS**

G.P.-S.  
SAP 21

002.0222



SUID-AFRIKAANSE POLISIEDIENS  
SERVICE

SOUTH AFRICAN POLICE

Ref: 25/7/2/1(201200007)

01-06-2012

The Provincial Commissioner  
**GAUTENG**

### **RESEARCH PROPOSAL: THE SOUTH AFRICAN PRIVATE SECURITY INDUSTRY AS A STRATEGY STAKEHOLDER IN CRIME REDUCTION: A BEST PRACTICES PARTNERSHIP POLICING MODEL**

1. Mr Oloatse John Kole, a senior lecturer and registered student at the Department of Criminology and Security Services, is currently busy with his research studies Doctorate at the University of South Africa (UNISA).

2. The topic of the research study is The South African Private Security Industry as a Strategy Stakeholder in Crime Reduction: A Best Practices Partnership Policing Model.

3. The aim of the research is:

To investigate the role of private security in combating crime in South Africa.

4. The objectives of the research are:

To investigate the barriers hampering an effective partnership between private security service providers and the South African Police Service.

To look at the effectiveness of the levels of training of private security personnel to develop acceptable standard of the level of training required

by the private security personnel in combating crime in support of the public police agencies.

To investigate the effectiveness of the legislation regulating the private security in South Africa and to identify shortcomings in terms of private security playing role in combating crime.

To examine how private security could avoid liability while executing their duties in line with Section 49 of Criminal Procedure Act of 1977.

To investigate various services currently being provided by security service providers that could be effective in combating crime in South Africa.

To determine the roles of different stakeholders in combating crime.

To look at the effectiveness of the current measures which are in place for Crime Prevention.

To investigate the special powers private security practitioners would need to be more effective in their job.

To determine the resource that could be provided by private security in support of public police agencies to more effectively combat crime in South Africa.

To formulate recommendations based on research results for a best practices model for partnership policing between the private security industry and the SAPS.

5. The following question will be posed when conducting the research:

What are the main barriers/obstacles to more effective partnership policing models for the combating of crime being implemented in South Africa?

Is the current training being received by private security personnel adequate, requisite and of an acceptable standard for the effective combating of crime in support of the public police?

Do private security officers in South Africa need additional legal powers to act in support of the SAPS and Metro Police in combating crime effectively?

What are the types of resources and specialized service the private security industry can bring to a Partnership Policing Model and how effective would they be in combating crime in South Africa?

•!• What are the shortcomings of the regulatory legislation for the Private Security Industry in terms of facilitating crime combating activities in support of the public police?

6. The research design to be utilized:

Qualitative

- One on one interview
- Focus group interviews
- Site observation
- Review of all documents

Quantitative

- A survey questionnaire will be utilized

7. Focused interviews will be conducted with one member of the top management from each selected police station, 3 to 5 members of middle management, five junior members of staff from each police station.

8. The research study will be conducted in the following stations:

Alberton SAPS  
Boksburg SAPS  
Bramley SAPS  
Cystalpark SAPS  
Diepkloof SAPS.  
Edenpark SAPS  
Ennerdale SAPS  
Fochville SAPS  
Hercules SAPS  
Jeppe SAPS  
Khutsong SAPS  
Laudium SAPS  
Mabopane SAPS  
Midrand SAPS  
Norkempark SAPS  
Pretoria Central SAPS  
Rabie Ridge SAPS  
Rosebank SAPS  
Sharpville SAPS  
Sunnyside SAPS

9. The following are reserve stations in order to have sites readily available should there be some unforeseen problems with the sites which were selected.

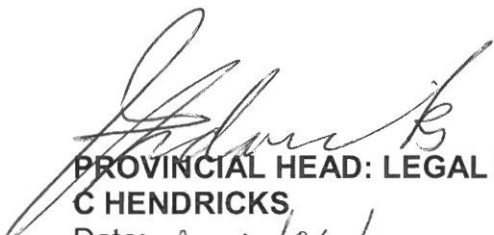
- !• Alexandra SAPS

- !• Boksburg SAPS
- !• Brixton SAPS
- !• Cullinan SAPS
- !• Dobsonville SAPS
- !• Edenvale SAPS
- !• Erasmia SAPS
- !• Ga-Rankuwa SAPS
- !• Hillbrow SAPS
- !• Johannesburg SAPS

10.The research will be beneficial to the organizational as it is the first study specifically looking at the role of the private industry in South Africa in Combating crime within a Partnership Policing Model. The research will highlight the current status of the private security in South Africa in terms of their strength and weaknesses in playing a supporting role to public police agencies in combating crime.

11.The application is recommended in accordance with National Instruction 1/2006.

**COMMENT:**

  
**MAJOR GNERAL**  
**PROVINCIAL HEAD: LEGAL SERVICES: GAUTENG**  
**C HENDRICKS**  
 Date: 20/2/06/04

COMMENT:

DEPUTY  
PE GELA

Date:

*Recommender*  
*[Signature]*  
PROVINCIAL COMMANDER:

MAJOR GENERAL COMMISSIONER:  
OPERATIONAL  
SERVICE:

COMMENT:

*We*  
*in the*  
*Application recommended. Application will support*  
*assessment of a critical strategic stakeholder*  
*fight against crime.*

COLONEL PROVINCIAL COMMANDER: STRATEGIC MANAGEMENT: GAUTENG PS  
NAICKER

Date: d-'' tJ-o\J-.1

COMMENT:

BRIGADIER PROVINCIAL HE  
STRATEGIC  
: GAUTENG

GANIZATIONAL DEVELOPMENT AND

MANAGEMENT  
S.J.PHETO

Date:

APPROVED / WE: APPR

P CIAL GAUTENG NP MASIYE

Date: COMMISSIONER:

MAJOR  
GENERAL  
OPERATIONS OF  
FICER:

Information Note Compile by SAC ML Ladzani

011 274 7324 (Office)

011 274 7322 (Fax)

076 499 8661 (Cell)

Information Note Verified by Col. PS Naicker

011 274 7378 (Office)

011 274 7322 (Fax)

082 455 5373 (Cell)



## APPENDIX H

### NATIONAL INSTRUCTION 1/2006

#### RESEARCH IN THE SERVICE

##### 1. Background

The purpose of this instruction is to regulate requests to conduct research in the Service by persons from outside the Service or by employees who wish to conduct the research for private purposes (such as for the purposes of their studies).

##### 2 Definitions

- . e his Instruction, unless the context otherwise indicates, —
  - ( “line manager” means the employee who is responsible for the matter in respect of which it is requested to conduct the research;
  - ( “publish” means any form of communication, other than communication to the Service;
  - )
  - ( “researcher” means the person who applies for access to a record or information in the possession or under the control of the Service for the purpose of conducting research;
  - )
  - ( “research goals” means what the researcher aims to establish by conducting the research;
  - )
  - ( “research instrument” means an instrument of data collection consisting of a series of questions relating to the research project that will be put to persons in order to gather information for the purposes of the research project;
  - )
  - ( “research procedure” refers to the kind of research tools and procedures that will be used to conduct the research;
  - )
  - ( “research proposal” means an outline of the research that the researcher plans to conduct and the objectives of the research;
  - ) and
  - ( “the Act” refers to the Promotion of Access to Information Act, 2000 (Act No. 36 of 2000).
  - )

##### 3.Applications to conduct research in the Service

An application to conduct research in the Service must contain at least —

- (a) the full names and surname of the researcher;
- (b) his or her identity number;
- (c) his or her residential address;
- (d) his or her work address;
- (e) his or her telephonic contact details;
- (f) his or her academic and other applicable qualifications;
- (g) any relevant experience of the researcher in conducting research;
- (h) the name of company or institution represented, or on behalf of whom the research will be conducted;
- (i) full details of the company or institution on behalf of which the researcher will conduct the research and his or her authorization or contractual obligations to that company or institution, if the researcher represents, or will act on behalf of a company or institution;
- (j) the goals of his or her research;
- (k) a research proposal which sets out the research procedure and research instruments he or she intends to utilize during the research;
- (l) a copy of the research instruments;
- (m) a recommendation from the researcher's promoter regarding the bona fides of the application;
- (n) an estimate of the time period necessary for his or her research;
- (o) an indication of the method of publication of his or her research; and
- (p) a motivation for the research indicating the extent to which the research will be in the interest of the Service.

#### 4. Receipt of an application to conduct research in the Service (1) Any office of the Service that receives an application to conduct research on information in the possession or under the control of the Service, must

forward the application to the following functionary:

The Head  
Strategic Management  
Head Office  
South African Police Service  
Private Bag X94  
PRETORIA  
0001.

(2) If the application is an application to have access to a record to which any member of the public would normally be permitted to have access in terms of the Act, the Head: Strategic Management must inform the applicant that he or she must submit the application in terms of the Act to the appropriate deputy information officer of the Service and provide him or her with the contact particulars of the relevant deputy information officer.

(3) If an application to conduct research in the Service is received by the Head: Strategic Management, and it appears that the application does not contain all the information required in terms of this paragraph or any ambiguity exists regarding any aspect of the intended research or the application, the Head: Strategic Management may make the necessary enquiries or liaise with the applicant regarding any aspect to enable him or her to make a decision regarding the application.

## 5. Consideration of an application to conduct research in the Service

(1) If an application to conduct research in the Service is an application to have access to a record that would normally not be approved if made in terms of the Act or that is contained in an open docket, the Head: Strategic Management must consult with the relevant line manager and any other relevant functionary to determine whether the research and outcome thereof will also be advantageous to the Service. If so, he or she must determine whether conditions could be imposed to prevent the unlawful disclosure of information or the disclosure of information that may negatively impact on the functions of the Service.

(2) If the application is an application to have access to employees of the Service to interview them or to distribute questionnaires to such employees to be completed by them, the Head: Strategic Management must consult with the relevant line manager under whose command the relevant employees resort and any other relevant functionaries to determine whether the research and outcome thereof will also be advantageous to the Service. If so, he or she must determine whether conditions could be imposed to prevent the unlawful disclosure of information or the disclosure of information that may negatively impact on the functions of the Service or to prevent unacceptable demands being placed on the time of employees or the resources of the Service.

(3) During the consultation in respect of applications referred to in subparagraphs (1) and (2), the Head: Strategic Management and the relevant line manager and other functionary, if applicable, must not only consider the merits of the application to conduct the research, but also the availability of the relevant records or information and the impact that the research will have on the performance by employees of their duties and functions and the demands that it will place on the resources of the Service.

(4) The relevant line manager and other functionary, if applicable, must confirm their views in this regard in writing to the Head: Strategic Management.

(5) If the Head: Strategic Management and the relevant line manager agree, the Head: Strategic Management may —

- (a) subject to subparagraph (7), approve the application; or
- (b) disapprove the application.

(6) If the Head: Strategic Management and the relevant line manager disagree regarding the merits of the application and the availability of the records or information required or the effect of research on the duties of members and resources of the Service, the Head: Strategic Management must submit the application together with his or her recommendations and the recommendations of the relevant line manager to the relevant Deputy National Commissioner for a final decision on the application.

(7) In the case of an application for research to be conducted nationally, in more than one province or relating to officials of the Service holding the rank of Assistant Commissioner or a higher rank, and the Head: Strategic Management and the relevant line manager agree that the application should be approved, the Head: Strategic Management must submit the application together with his or her recommendations and those of the relevant line manager to the relevant Deputy National Commissioner for a final decision.

(8) The relevant Deputy National Commissioner or the Head: Strategic Management, whichever may be applicable, must in writing inform the researcher of the outcome of the application, and if approved, set out the conditions upon which the approval was granted and indicate the limits, if any, placed on conducting the research.

## 6. Conditions

(1) If an application is approved, the researcher must be informed in writing that the approval is granted provided that the researcher signs an undertaking (of which a copy must be attached to the letter) to comply with the conditions upon which the research was approved.

(2) The undertaking must mention the conditions set by the Head: Strategic Management and must indemnify the Service against any claim for any loss or damage caused by or to any equipment used during conducting the research and against any claim for any loss or damage or any other moneys for which the Service may be held liable as a consequence of its involvement in the project and the researcher must at least undertake that he or she —

- (a) will at his or her exclusive cost, provide all equipment of whatsoever nature used to conduct the research;

- (b) will conduct the research without any disruption of the duties of members of the Service and where it is necessary for the research goals, research procedure or research instruments to disrupt the duties of a member, prior arrangements must be made in good time with the commander of such member;
- (c) will not divulge information received from a member of the Service or any person with whom the researcher conducted an interview, and that the information will at all times be treated as strictly confidential. If information pertains to the investigation of a crime or a criminal case, the researcher must acknowledge that he or she, by publication thereof, may also be guilty of defeating or obstructing the course of justice or contempt of court;
- (d) will pay fees or comply with further procedures in the Service, such as fees or procedures applicable to obtain access to a record of the Service;
- (e) will allow the Service fourteen days to peruse the report in order to determine whether it complies with all conditions for the approval of the research before it is published in any manner and, if it is found not to comply with any condition, that he or she will not publish it; and
- (f) will donate an annotated copy of the research work to the Service.

APPENDIX I

**ETHICAL CLEARANCE**

**COLLEGE OF LAW RESEARCH ETHICS SUB-COMMITTEE**

7 May 2013

Dear Mr. Olaotse John Kole

**REQUEST FOR ETHICAL CLEARANCE: The South African Private Security Industry  
as a strategic stakeholder in crime reduction: A best practices partnership  
policing model**

The UNISA College of Law Research Ethics Sub-Committee is pleased to inform you that ethical clearance for the above research project has been approved.

We hope and trust that as you proceed with your empirical study you will continue to adhere to the values and principles expressed in the UNISA Research Ethics Policy, which can be found at the following website:

[http://www.unisa.ac.za/cmsys/staff/contents/departments/res\\_policies/docs/Policy\\_Research%20Ethics\\_rev%20app%20Council\\_22.06.2012.pdf](http://www.unisa.ac.za/cmsys/staff/contents/departments/res_policies/docs/Policy_Research%20Ethics_rev%20app%20Council_22.06.2012.pdf)

Yours faithfully

Dr Marelize Schoeman  
Delegated Chairperson  
College of Law Ethics Review Committee  
Tel: +27 12 433 9491  
E-Mail: [schoemi@unisa.ac.za](mailto:schoemi@unisa.ac.za)

# EDITING AND PROOFREADING CERTIFICATE

7542 Galangal Street Lotus

Gardens Pretoria

0008

14 May 2015

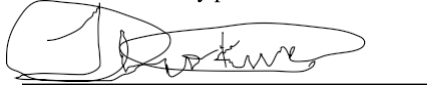
## TO WHOM IT MAY CONCERN

This letter serves to confirm that I have edited and proofread Mr O.J. Kole's thesis entitled: **"THE SOUTH AFRICAN PRIVATE SECURITY INDUSTRY AS A STRATEGIC STAKEHOLDER IN CIME REDUCTION: DEVELOPING A BEST PRACTICES PARTNERSHIP POLICING MODEL."**

I found the work easy and enjoyable to read. Much of my editing basically dealt with obstructionist technical aspects of language which could have otherwise compromised smooth reading as well as the sense of the information being conveyed. I hope that the work will be found to be of an acceptable standard. I am a member of Professional Editors Group and also a lecturer in the Department of English at the University of South Africa.

Thank you.

Hereunder are my particulars:



Jack Chokwe (Mr)

Bureau for Market Research (Unisa)

Contact numbers: 072 214 5489 / 012 429 3327

[jmb@executivemail.co.za](mailto:jmb@executivemail.co.za)

Professional  
**EDITORS**   
Group

## TABLES

Table 7.1: Demographic data of respondents from PSI

Table 7.1: Demographic data of the private security personnel that participated in the survey			
VARIABLE	CATEGORY	F	%
Gender	Male	1	84.7%
		3	
		8	
	Female	2	15.3%
		5	
Total		1	100.0%
		6	
		3	
Race	Black	1	93.8%
		5	
		2	
	Coloured	4	2.5%
	White	2	3.7%
	Indian	0	0
Total		1	100%
		6	
		2	



Table 7.2: Demographic data of respondents from SAPS

Table 7.2: Demographic data of the respondents from SAPS			
VARIABLE	CATEGORY	F	%
Gender	Male	1	70.8%
		2	
	Female	1	29.2%
		5	
		0	
Total		1	100.0%
		7	
		1	
Race	Indian	9	5.2%
	Black	1	73.3%
		2	
		6	
	Coloured	3	1.7%
	White	3	19.8%
		4	
Total		1	100%
		7	
		2	

Table 7.3: Barriers as to more effective partnership policing as outlined by PSI

<b>Table 7.3: Barriers to effective partnership (n=116) – Multiple response question</b>			
<b>Barrier</b>	<b>Frequency</b>	<b>% of cases</b>	<b>Rank</b>
Lack of communication between the police and private security	25	21.6%	1
Inadequate training of security officers	18	15.5%	2
Different powers given to the police officers as compared to those given to security officers	18	15.5%	3
Private security officers need additional legal powers	17	14.7%	4
There is a problem with trust relationship between SAPS and PSI	8	6.9%	5
Both PSI and SAPS are unwilling to work together	7	6.0%	6
SAPS come up with plan to combat crime but they do not filter it down	7	6.0%	6
It takes a huge amount of time to get action from police	6	5.2%	8
Barriers are of political nature than anyone	6	5.2%	8

SAPS undermine the integrity of PSI	6	5.2%	8
Most of police officers are corrupt	6	5.2%	8
The police system is not user friendly	5	4.3%	12
Lack of required skills	4	3.4%	13
Need more vehicles	4	3.4%	13
Security is capitalist and they want to make money	3	2.6%	15
Lack of mutual understanding	3	2.6%	15
Government policy and lack of willingness	2		17
Can't share sensitive information	2		17
Government is not willing to assist us	1		19

Table 7.4: Barriers to more effective partnership policing as outlined by SAPS

<b>Table 7.4: Barriers to effective partnership policing as viewed by SAPS (n=112) – Multiple response question</b>			
<b>Barrier</b>	<b>Frequency</b>	<b>% of cases</b>	<b>Rank</b>
Lack of communication between the PSI and SAPS	25	22.3%	1
Lack of adequate training	25	22.3%	2
Lack of trust by both parties	17	15.2%	4
Shortage of resources	11	9.8%	5
Lack of basic knowledge of law by private security officers	9	8.0%	6
Security have limited powers	8	7.1%	7
Police serve a large group of community	8	7.1%	7
Corruption in the police is a problem	4	3.6%	10
SAPS undermine the integrity of PSI	4	3.6%	10
PSI is money making organization	3	2.7%	11
Training security to level of the police	3	2.7%	11
They need to attend meetings	3	2.7%	11
Security is not well organized	3	2.7%	11
Poor salary	2	1.8%	15
Lack of information	2	1.8%	15
Too many security companies	2	1.8%	15
Security are not taken	2	1.8%	15

seriously by the public			
PSI is joined by foreigners	2	1.8%	15
Abuse of powers by the police	1	0.9%	21
Only Community Policing Forum can help	1	0.9%	21
Police learned to solve the root cause of a crime	1	0.9%	21
Unskilled security officers	1	0.9%	21
Some security companies are owned by foreigners	1	0.9%	21
SAPS is there to stay for the state	1	0.9%	21
Lack of ability to write statement	1	0.9%	21
Crime intelligence / intelligence gathering	1	0.9%	21
Police do not respect security	1	0.9%	21
Lack of cooperation between police and the community	1	0.9%	21

Table 7.5: Current training of private security personnel as viewed by PSI

Table 7.5: Is your level of training effective and adequate to enable you to combat crime effectively in support of public police?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	125	76.7	85.0	85.0
	No	22	13.5	15.0	100.0
	Total	147	90.2	100.0	
Missing	System	16	9.8		
Total		163	100.0		

Table 7.6: Current training of private security personnel as viewed by SAPS

Table 7.6: Is the level of training of private security personnel effective and adequate to enable them to help police combat crime effectively?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	57	31.8	37.5	37.5
	No	95	53.1	62.5	100.0
	Total	152	84.9	100.0	
Missing	System	27	15.1		
Total		173	100.0		

Table 7.7: Additional legal powers by private security personnel as viewed by PSI

<b>Table 7.7: Additional powers for private security as viewed by PSI</b>							
<b>Statement</b>	<b>Level of Agreement</b>					<b>Sample Size</b>	<b>Rank</b>
	<b>Strongly agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>		
In order for the private security personnel to be given Peace Officer powers SASETA should design a specific training course to be attended by security personnel wanting Peace Officer powers	65.0% (93)	24.5% (35)	8.4% (12)	-	2.1% (3)		1
In order for security personnel to be given Peace Officer powers security personnel should attend training administered by the police	55.9% (80)	31.5% (45)	6.3% (9)	2.1% (3)	4.2% (6)	143	2
Powers to stop and search members of the public when suspecting them to be in possession of any unauthorised items suspected to have been used in crime	62.2% (89)	23.1% (33)	5.6% (8)	5.6% (8)	3.4% (5)	143	3
To be given Peace Officer powers by the Minister of Police	43.3% (61)	33.3% (47)	9.9% (14)	7.1% (10)	6.4% (9)	141	4
Powers of arrest with a warrant	48.6% (70)	27.8% (40)	8.3% (12)	7.6% (11)	7.6% (11)	144	5

Independent body headed by a retired judge could be established to allocate the status of peace officer to private security personnel	31.9% (45)	33.3% (47)	18.4% (26)	7.8% (11)	8.5% (12)	141	6
Powers of arrest without a warrant on any offence committed under any schedule 1 offence	35.9% (51)	21.8% (31)	21.8% (31)	9.9% (14)	10.6% (15)	142	7



Table 7.8: Additional legal powers for private security personnel as viewed by SAPS

<b>Table 7.8: Additional powers for private security as viewed by SAPS</b>							
<b>Statement</b>	<b>Level of Agreement</b>					<b>Sample Size</b>	<b>Rank</b>
	<b>Strongly agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>		
In order for the private security personnel to be given Peace Officer powers SASETA should design a specific training course to be attended by security personnel wanting Peace Officer powers	34.2% (51)	34.9% (52)	11.4% (17)	8.7% (13)	10.7% (16)	1 4 9	1
In order for security personnel to be given Peace Officer powers security personnel should attend training administered by the police	33.3% (50)	32.7% (49)	14.7% (22)	8.7% (13)	10.7% (16)	1 5 0	2
Powers to stop and search members of the public when suspecting them to be in possession of any unauthorised items suspected to have been used in crime	36.0% (54)	22.7% (34)	13.3% (20)	11.3% (17)	16.7% (25)	1 5 0	3
Powers of arrest with	25.7% (38)	27.7% (41)	11.5% (17)	15.5% (23)	19.6% (29)	1 4	4

a warrant						8	
Powers of arrest without a warrant on any offence committed under any crime schedule	24.2% (36)	26.8% (40)	16.8% (25)	15.4% (23)	16.8% (25)	1 4 9	5
To be given Peace Officer powers by the Minister of Police	18.0% (27)	22.0% (33)	23.3% (35)	16.0% (24)	20.7% (31)	1 5 0	6
Independent body headed by a retired judge could be established to allocate the status of peace officer to private security personnel	13.4% (20)	18.8% (28)	28.9% (43)	21.5% (32)	17.4% (26)	1 4 9	7

Table 7.9: Resources private security industry can provide to assist SAPS as viewed by PSI

<b>Table 7.9: Resources private security can provide to assist SAPS as viewed by PSI</b>									
<b>Resource</b>	<b>Rank</b>								<b>Average rank</b>
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	
Control room that can link to police for backup	2 5	8	1	1	1				1.47
Adequate training by security officers	6	1 1	7	2	1				2.30
Manpower	1 3	6	5	1					1.76
More transport/vehicles	1 5	4	3					2	2.00
Handcuffs	6	7	3	1					2.18
Event management	8	4	4		1				1.94
Funding	8	4	3						1.67
Communication devices	3	7	3						2.00
Firearms	4	4	1	2					2.09
Patrolling	3	6	2						1.91
Two-way radio	2	5	1	1					2.11
Private investigation	2	5	2						2.00
Baton sticks	2	2	3		2				2.78
Full uniform	3	2	1		1				2.43

Alarm system	3	4							1.57
Close protection	1	4	2						2.14
Armed response	3		1			2			3.00
Cellphone tracking	2	1	1	1					2.20
CCTV surveillance	4		1						1.40
Guarding	1	1	1						2.00
Dog handlers		1	1	1					3.00
Physical security	2		1						1.00
Motor cycles							2		7.00
Bullet proof		1		1					3.00
Pepper spray	1								1.00
Electric fencing			1						3.00
Metal detector	1								1.00

Table 7.10: Resources and specialised security services as viewed by PSI top management

Table 7.10: Resources and specialised security services as viewed by PSI			
RESOURCES		SPECIALISED SECURITY SERVICES	
Vehicles	25 (83%)	Armed response	30 (100%)
Control room	24 (80%)	CCTV surveillance	28 (93.3%)
Personnel	23 (76.7%)	Alarm systems	27 (90%)
Money	21 (70%)	Perimeter patrol	26 (86.7%)
CCTV	20 (66.7%)	Cash-in-transit	25 (83.3%)
Security forums	18 (60%)	Training services	24 (80%)
Binoculars	16 (53.3%)	Guarding	23 (76.7%)
		Bobbies	20 (66.7%)
		Private investigations	18 (60%)
		Close protection	17 (56.7%)
		Event management	15 (50%)

Table 7.11: Resources private security industry can provide as viewed by SAPS

Table 7.11: Resources private security can provide to assist SAPS						
Resource	Rank					Average rank
	1	2	3	4	5	
More vehicles	30	12	2	1		1.42
More manpower	17	6	2			1.40
Communication Channels	13	5	1			1.37
CCTV surveillance camera	16	2	1			1.21
Patrollers of the streets	11	2	1			1.29
Sharing information	6	3	2			1.64
Enough resources	6	3	1			1.50
To be armed / firearms	5	3				1.38
Visibility in terms of uniform	1	3	3			2.29
Handcuffs	2	1		2		2.40
Car tracking	1	1	1			2.00
Vehicles to be posted at hot spots	2	1				1.33
Bullet proof	2	1				1.33
Cellphone tracking system		2				2.00
Tracking system		1		1		3.00
Baton sticks		1	1			2.50
Computer system		1	1			2.50
Pepper sprays					1	5.00
Dog handlers			1			3.00

Table 7.12: Resources and specialised security services as viewed by SAPS top management

Table 7.12: Resources and specialised security services as viewed by SAPS	
RESOURCES	SPECIALISED SECURITY SERVICES
Vehicles 37(100%)	Vehicle tracking 28 (76%)
Handcuffs 34(91.9%)	CCTV surveillance system 26(70%)
Money 33 (89%)	Armed response 25(83%)
Security personnel 31(83.8%)	Perimeter Patrollers 23(62%)
Firearms 27(73%)	Alarm services 22 (59.5%)
	Dog handlers 20 (54%)
	Forensic experts 19(51%)
	Scanners 17(46%)
	Biometrics 17(46%)
	Lie detectors 17(46%)
	Guarding 17(46%)

Table 7.13: Establishment of formal partnership policing initiative as viewed by PSI

<b>Table 7.13: Establishment of formal partnerships as viewed by PSI (n=110) Multiple response question</b>			
<b>Suggestion</b>	<b>Frequency</b>	<b>% of cases</b>	<b>Rank</b>
Security can be able to arrest and investigate without calling the police	21	19.1%	1
If we can work together / hand in hand in order to combat crime we will reduce crime	18	16.4%	2
There will be more manpower, more resources and skills	16	14.5%	3
The same training given to police should be given to security officers	13	11.1%	4
There should be team work between the police and private security industry	12	10.9%	5
Police will be overseeing the overall operations on the street	9	8.2%	5
Good communication by both parties	7	6.4%	7
The number of crimes would decrease drastically	6	5.5%	8
PSI can have two way radio channel with police	5	4.5%	9
Should be evaluated in the knowledge and application of the Criminal Procedure Act 51 of 1977	5	4.5%	9
The security should have power	5	4.5%	9



to arrest and detain			
Security officers should get better salaries	4	3.6%	12
Thorough screening for everyone who wants to join either police or private security industry	3	2.7%	13
Government should subsidise security companies for any adjustments to cover extra costs	2	1.8%	14
Security is always visible on site and serve as deterrent to perpetrators	2	1.8%	14
Members of the public undermine security officers	1	0.9%	17

Table 7.14: Establishment of formal partnership policing as viewed by SAPS

<b>Table 7.14: Establishment of formal partnerships as viewed by SAPS (n=92) Multiple response question</b>			
<b>Suggestion</b>	<b>Frequency</b>	<b>% of cases</b>	<b>Rank</b>
Working together between private security and the police will help to combat crime effectively	32	34.8%	1
Security officers need adequate training	15	16.3%	2
Better communication between the police and private security	11	12.0%	3
More visible policing with more ways of reducing crime is needed	10	10.9%	4
Security personnel will patrol in the street and police will attend to complaints	4	4.3%	7
More resources e.g. vehicles	4	4.3%	7
It won't work because security companies employ foreigners	2	2.2%	9
Security have limited legal powers	2	2.2%	9
Lack of basic knowledge of law	2	2.2%	9
More manpower	2	2.2%	9
It will help to reduce crime	1	1.1%	13
They give information to the criminals	1	1.1%	13
We don't have the same training and mandate	1	1.1%	14
Lack of trust	1	1.1%	17

Table 7.15: Shortcomings of the regulatory legislation as viewed by PSI

<b>Table 7.15: Legislation as viewed by PSI (n=64) Multiple response question</b>			
<b>Commodity</b>	<b>Frequency</b>	<b>% of cases</b>	<b>Rank</b>
Power of arrest with a warrant	27	28.4 %	1
To be given additional legal powers	27	28.4 %	2
Same training given to police should also be given to security officers	15	15.8 %	3
There must be an Act which will be developed strictly for PSI when combating crime	10	10.5 %	4
Security salary is very low	5	5.3%	5
There is no general standard procedure in terms of assets protection	5	5.3%	5
Access to communication with police timeously	4	4.2%	7
Powers to stop and search	4	4.2%	7
Firearms training is not given attention	4	4.2%	7
Security companies must be reduced	2	2.1%	11
Shortage of patrolling vehicles	2	2.1%	11
The PSI should share information with the police in order to combat crime	2	2.1%	11
There is no law that empowers security personnel to arrest criminals outside their area of responsibility	2	2.1%	11